AMENDMENT OF SOLICITATION	ON/M IFICATION OF C	ONTRACT	1. CONTRACT ID (	CODE PA	1 of 6		
2. AMENDMENT/MODIFICATION NO. 3.	EFFECTIVE DATE	4. REQUISITION	I/PURCHASE NO.	5. PROJEC	T NO. (If applicable)		
. 8	May 2, 2000		N/A				
6. ISSUED BY	CODE 0616/MH	7. ADMINISTE	RED BY (If other than Ite	e <i>m 6)</i> C	ODE		
NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop &	500-312						
Cleveland, OH 44135-3191				05.001.00			
8. NAME AND ADDRESS OF CONTRACTOR	R (No., street, county, State and a	Zip Code)	9A. AMENDMENT		TATION NO.		
InDyne, Inc.	<b>1</b>		9B. DATED (SEE I	ITEM 11)			
21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191	J		10A. MODIFICATIO	NAS3-99	TRACT/ORDER NO.		
•			10B. DATED (SEE				
CODE (BX) (34)	FACILITY CODE			August 1,	1999		
	. THIS ITEM ONLY APPLIES TO	AMENDMENTS	OF SOLICITATIONS				
The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing Items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION E	DATA (If required)						
N/A	S ITEM APPLIES ONLY TO MO	DIEICATIONS OF	CONTRACTS/ORDERS				
	MODIFIES THE CONTRACT/OR						
A THIS CHANGE ORDER IS ISSUICONTRACT ORDER NO. IN ITE		hority) THE	CHANGES SET FORTE	HIN ITEM 14	FARE MADE IN THE		
B THE ABOVE NUMBERED CONfoffice, appropriation date, etc.)	TRACT/ORDER IS MODIFIED TO SET FORTH IN ITEM 14,				as changes in paying		
C THIS SUPPLEMENTAL AGREEM	MENT IS ENTERED INTO PURS	UANT TO AUTHO	RITY OF:				
the Changes clause							
D OTHER (Specify type of modifica	ation and authority)						
E. IMPORTANT: Contractor [ is not, [	is required to sign this docum	ent and return <u>1</u> o	copies to the issuing of	fice.			
14. DESCRIPTION OF AMENDMENT/MODIF	FICATION (Organized by UCF se	ection headings, inc	luding solicitation/contrac	ct subject ma	itter where feasible.)		
In section C.5 ADMINISTRATIVE REPORTING REQUIREMENTS, subsection I. STANDARD OPERATING PROCEDURES (SOP) is hereby deleted. Section C.8 ISO 9000 REQUIREMENTS is hereby revised in its entirety to read as set forth in the attached pages No. 1 through 5.							
Except as provided herein, all terms and conditions of							
JAMES A. Galfagher	Δ ,	16A. NAME AN	D TITLE OF CONTRACT Marc Hudson, Cor				
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED S	TATES OF AMERICA	_	16C. DATE SIGNED		
BY Bignature of person authorized to sig	5/19/00	BY M	and Hud.	₩ cer)	May 2, 2000		

NSN 7540-01-152-8070 PREVIOUS EDITION NOT USABLE 30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

#### C-8 ISO 9000 REQUIREMENTS

To meet the customer needs and maintain excellence as a research and technology provider. Glenn Research Center (GRC) has implemented a Business Management System (BMS). The BMS is an infrastructure through which key GRC processes are documented, performed, managed, assessed, and improved. Implementing the BMS enables the Center to:

- Maintain and improve the quality of its products and services
- Optimize the efficiency of its process
- Identify and correct problems
- Better Plan for the future

The BMS addresses processes beyond the scope of the ISO 9001 Standard. The GRC Quality System is encompassed in the BMS.

NASA is committed to being a work-class leader in scientific and technological research and development. To ensure NASA's continued presence as a leader in these areas, the Agency has directed the Centers to develop and implement quality systems that are compliant with the internationally recognized quality management standards, ISO 9001:1994. GRC has followed that directive and has developed and implemented an effective and efficient quality system which is designed to comply with all of the applicable elements of ISO 9001:1994. The BMS Quality System Manual describes the Glenn Research Center Quality System and provides policy and guidance for implementation of this important program.

The Glenn Research Center Business Management System (BMS) describes the Center's approach to ensure consistent and effective operation of those processes affecting the quality of GRC products and services. It includes the processes that relate to the elements of the ISO Standard, as well as the other business processes necessary to operate GRC. While the Quality System addresses the ISO requirement, these policies and procedures also apply to the Center's other core business activities.

GRC's primary product is leading-edge technology resulting from aerospace research activities. Products and services include design, development, test, and fabrication of research and test aerospace hardware and software for a variety of GRC customers. The activities and processes used to develop these products and services are the primary focus of the GRC Quality System.

Responsibility for these systems, their document generation, compliance to, continuous improvement and maintenance of (which includes but is not limited to updating or modifying), shall rest with the civil servant (CS) and support service contractor (SSC) employees involved with the functional areas that fall in the scope of the ISO 9000 and BMS Quality System.

The prime Contractor, team members or subcontractors under this contract are not required to be ISO 9000 certified; however Glenn Research Center is required to be certified. In support of that

certification and in accordance with NPD 8730, NASA Quality Management System Policy (ISO 9000), and GLPD 8730.5, NASA Glenn Quality Management System Policy (ISO 9000), the Contractor shall develop work instructions for each of the following tasks supporting the Logistics and Technical Information Division. The Contractor shall work in cooperation with LTID to complete these work instructions by September 30, 2000.

# BMS/ISO Procedures Listing (as of April 26, 2000)

Task	Center Level Procedure	Work Instruction
1.0 Logistics		
1.1 Property Management	LeR-P3.5 Equipment Management	LeR-W0620.3.5.001 Survey Report Processing
	LeR-P3.5.1 Equipment Reutilization	LeR-W0620.3.5.1 Reutilization - Screening Purchase Requests
	GRC-P Hold Storage Program	TBD
	GRC-P Property Loans	TBD
	GRC-P Property Disposal	TBD
1.2 Freight Traffic	GRC-P Shipping and Freight Traffic Services	TBD
1.4 Supply Management	GRC-P Supply and Warehousing Services	TBD
1.5 Transportation Operations	LeR-P3.9.3 Handling, Storage, Packaging, Preservation and Delivery	LeR-W0620.3.9.3.001 Handling
		LeR-W0620.3.9.3.002 Storage
		LeR-W0620.3.9.3.003 Processing of Damaged Material
		LeR-W0620.3.9.3.005 Delivery (Shipping)
		LeR-W0620.3.9.3.006 Receiving, Storage and Shipping of Hazardous Materials
		LeR-W0620.3.9.3.007 Maintenance of Training Records
		LeR-W0620.3.9.001 Receiving
		LeR-W0620.3.9.002 Receiving, Cal Lab

1.5.1 Personnel Transportation	GRC-P Personnel	TBD
1.50 D 0	Transportation GRC-P	an D
1.5.2 Dry Cargo	Transportation Services	TBD
1.5.3 Mail Processing	GRC-P Mail Services	TBD
1.5.5 Vehicle Maintenance	GRC-P Vehicle and	TBD
	Equipment Maintenance	
1.5.6 Motorpool Vehicle Dispatcher	GRC-P Motor Pool	TBD
	(Vehicle Dispatch)	
	Operations	
1.5.7 Garage Administration	N/A	N/A
1.5.8 Fuels Distribution	GRC-P Fuels	
1.5.6 Tuels Distribution	Distribution	
2.0 Imaging Technology	GRC-P Imaging	TBD
	Services	
2.1 Production Administration Support		
2.2 Scientific Imaging		
2.3 Video/Multimedia		
2.4 Still Imaging		
2.5 Audiovisual		
2.3 Audiovisual		
3.0 Scientific and Technical Publishing,	100000000000000000000000000000000000000	
Duplicating, Copiers and Printing		
3.1 Scientific & Technical Publishing	LeR-P3.7.4 Reports	LeR-W0620.3.7.4.001 Reports
3.1 Solontino de Todinio de Tudining	Publication	Publication Publishing Services
	T uomounom	Coordination Office
		LeR-W0620.3.7.4.002 Reports
		Publication Technical Editing
		LeR-W0620.3.7.4.003 Reports
		Publication Statistical Drafting
		LeR-W0620.3.7.4.004 Reports
		Publication Layout
	-	LeR-W0620.3.7.4.005 Reports
		Publication Conference Support
		* *
		Team
		LeR-W0620.3.7.4.006 Reports
		Publication Nondedicated Technical
	1	Illustration
		LeR-W0620.3.7.4.007 Reports
		Publication Dedicated Technical
		Illustration
		LeR-W0620.3.7.4.008 Reports
		Publication Errata Publishing
	GRC-P Nonreport Publishing Services	TBD
3.2 Duplicating, Copiers and Printing	GRC-P Duplicating Services	TBD

4.0 Metrology	LeR-P3.5.2 Control of	LeR-W0620.3.5.2.002 Cal Lab
<u> </u>	Inspection, Measuring	Non-Automated Cal
	and Test Equipment	Procedure/Datasheet
		LeR-W0620.3.5.2.003 Cal Lab
		Calibration Process
		LeR-W0620.3.5.2.004 Cal Lab
		User Evaluation
1.4.2.		LeR-W0620.3.5.2.005 Cal Lab
		Contract Acceptance
		LeR-W0620.3.5.2.006 Disposition
		of Unserviceable IMTE
		LeR-W0620.3.5.2.007 Cal Lab
		Document and Data Control
		LeR-W0620.3.5.2.008 Cal Lab
		Environmental Instruction
		LeR-W0620.3.5.2.009 Cal Lab
		IMTE Handling, Storage,
	·	Packaging, Preservation and
		Delivery
		LeR-W0620.3.5.2.010 Cal Lab
		Factory Process
		LeR-W0620.3.5.2.013 Cal Lab
		Low Oxygen Alarm
		LeR-W0620.3.5.2.014 Cal Lab
		Mandatory Recall
		LeR-W0620.3.5.2.017 Cal Lab
		Oxygen Cleaning and
		Recertification
	`	LeR-W0620.3.5.2.019 Cal Lab
		Production Control Instructions
		LeR-W0620.3.5.2.020 Cal Lab
		Quality Assurance/Quality Control
		LeR-W0620.3.5.2.024 Cal Lab
	1970.6	Control of Cal Software
		LeR-W0620.3.5.2.025 Cal Lab
		Labmate Data Entry Instructions
		LeR-W0620.3.5.2.026 Cal Lab
		Equipment Traceability and
		Adequacy Instruction
		LeR-W0620.3.5.2.027 Cal Lab
		Training and Tech Qualification  LeR-W0620.3.5.2.028 Cal Lab
		ł .
		Factory/Safety Recall LeR-W0620.3.5.2.029 Cal Lab
		Impact Assessment of
		Nonconforming Product
	GRC-P Instrument	TBD
·	Pool	
5.0 Library	GRC-P Library	TBD
	Services	

6.0 Administrative Support		
6.1 Unscheduled Administrative Support	GRC-P	TBD*
6.2 Administrative Programs		
6.2.1 Special Projects	N/A	TBD
6.2.2 Accounting Support	N/A	TBD
6.2.3 Directives, Handbooks,	LeR-P3.7.5	LeR-W0620.3.7.5.001 Processing
Guidelines and Directives	Agency/Center Directives	Agency Directives (NPDs/NPGs)
Processing		,
		LeR-W0620.3.7.5.002 Processing
		Glenn Directives (GLPD/GLPG)
		LeR-W0620.3.7.5.003 Canceling
		Glenn Directives
		LeR-W0620.3.7.5.004 Adding
		Glenn Directives to the Web
		LeR-W0620.3.7.5.005 Removing
· ·		Glenn Directives from the Web
6.2.4 Electronic Forms Management	LeR-P3.7.2.2 Forms	LeR-W0620.3.7.2.2.001 Annual
	Management	Survey of Center Forms
		LeR-W0620.3.7.2.2.002 Create a
		New Center Form
		LeR-W0620.3.7.2.2.003 Revise a
		Center Form
		LeR-W0620.37.2.2.004 Request To
		Have a Form Printed
6.2.5 Center Information Directory	GRC-P Information	TBD
(2)( D) ( 2)	Sources	
6.2.6 Distribution	(see 6.2.5 above)	TBD
6.2.7 Records Management	LeR-P3.7.3 Records	LeR-W0620.3.7.3.001 Records
(20 11:4-1	Management	Management Operations
6.2.8 Historian	NY/A	TBD
6.2.9 Document Administrator	N/A	N/A
6.2.10 Contract Management Support	N/A	TBD
6.2.11 Scheduling	GRC-P Guerin House	TBD
	and Picnic Grounds	
62.12 Maya Onamatiana	Scheduling	The
6.2.12 Move Operations	GRC-P Move	TBD
	Scheduling	
6.11 Information Systems Support	N/A	N/A
7.1 Unscheduled Clerical Support	GRC-P	TBD

The COTR in cooperation with the Contractor will write the work instructions for tasks 6.1 Unscheduled Administrative Support and 7.1 Unscheduled Clerical Support.

AME	ENDMEN	T OF SOLICITAT	TION/MOD	IFICATION OF CO	ONTRACT		1. CONTRACT ID	CODE	PAGE	1 of 1
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		RESS OF CONTRACT	TOR (No., str	reet, county, State and	Zip Code)		9A. AMENDMENT	OF SOL	ICITATI	ON NO.
InDyne							9B. DATED (SEE	ITEM 11)	-	
21000	Brookpar	k Road, Mail Stor	21-10			57	·			
Clevela	and, Ohio	44135-3191					10A. MODIFICATI	ON OF CO NAS3-		
		-				1	10B. DATED (SEE			
CODE (B	X)(34)		FACILI	TY CODE			N	lovembe	er 1, 19	<del>3</del> 99
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Offers must	t acknowled	ge receipt of this amen	idment prior to	orth in Item 14. The hour or the hour and date spec	ified in the solici	tation or	as amended, by one	of the foll	lowing m	
(c) By separ RECEIVED OFFER. If I makes refer	rate letter o AT THE PL by virtue of rence to the	r telegram which includ ACE DESIGNATED F this amendment you de solicitation and this an	les a reference OR THE RECE Esire to change nendment, an	es of the amendment; (b) the to the solicitation and CEIPT OF OFFERS PRIC ge an offer already submit and is received prior to the	amendment num  OR TO THE HOU  tted, such chance	ibers. FA JR AND ie may b	AILURE OF YOUR A DATE SPECIFIED M e made by telegram	CKNOWL	EDGEMI	ENT TO BE EJECTION OF YOUR
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⊠ c	1	PPLEMENTAL AGRE	EMENT IS E	ENTERED INTO PURS	UANT TO AUT	HORITY	OF:			
	<del></del>	Specify type of modif	ication and a	authority)				~ ·		
E. IMPOR	TANT: Cor	ntractor is not.	X is requir	ed to sign this docum	ent and return	1 conv	to the issuing off	ice		
				(Organized by UCF se					t matter	where feasible \
a. All se solicit docui	ections o tation 3-0 ment. Er	f the contract are 038038 and disconciosed with the c	replaced locument	with the enclosed of are the following at rea Wage Determi	document. T	his do hich w	cument C	nto	a sing	aments to
the ta		hnical Incentive F		nodifications, the ea related increase o						
Except as pro	ovided herein	, all terms and conditions	s of the docum	ent referenced in Item 9A	or 10A, as heretofo	ore chang	ged, remains unchange	d and in ful	l force an	d effect.
15a. NAME	AND TITE	E OF SIGNER (Type	or print)				rle of contraction / Mark W. M			Type or print)
15h, CONT	RACTOR/	OFFEROR	<del></del>	15c. DATE SIGNED			ES OF AMERICA			6c. DATE SIGNED
	wel	Glus		7/28/00	BY	Ma	no Hud	sen	''	8/3/00
NSN 7540-01-2		person authorized to s	sign)		(S 30-105	Signature	e of Contracting Offi	icer)	D14 00	· / -

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SOLICITATIO	N, OFF	ER AND	AWARD			FRACT IS PAS (15 CF			RDER	RATIN	G DO-C9	Į F	PAGE 1 OF	171
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NASA Lewis F	Resear	ch Center					$\neg$	MOC	1 Sour	ce Eval	uation Boa	ard		
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9. Sealed offers in	original	and 10 copi	ies for furnis	hing the	supplie				hedule wi	ll be rece	ved at the p	lace specifi	ed in Item 8. o	r if
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conditions containe					B TE	LEPHONE	= NC	(NO.	OLLECT	CALLS	C. EMAIL	DDRESS		
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	CITATIO	N/CONTRAC	TFORM			3	$\boxtimes$	1		ACT CLA				5
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13. DISCOUNT FO	OR PRO	MPT PAYME	NT >	10 CALE	ENDAR	DAYS %	20	CALEN	IDAR DAY %	/S 30	CALENDAR	DAYS %	CALEN	DAR DAYS %
14. ACKNOWLED				e offeror	I AN	MENDMEN	IT N	0		E	AMEND	MENT NO	DA	TE.
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For offerors and re			bered and			2			February					
15. NAME AND	С	ODE		FAC	CILITY							ERSON AU	THORIZED TO	O SIGN
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15B. TELEPHONE (Include area						TANCE A ABOVE			17. SIGN	ATURE			18. OFFER	DATE
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		V. Manthe											June 29, 199	99
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IMPORTANT - AW	ard will b	e made on t	his Form, or	on Stand	dard Fo	rm 26 or	ov at	her aut	horized of	ficial writt	en notice			

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#### PART I - THE SCHEDULE

# SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS PART I - THE SCHEDULE

#### SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

#### B.1 REQUIRED SERVICES

The Contractor shall provide the services specified in Section C, Statement of Work, for the duration of the contract period specified in Clause F.2, PERIOD OF PERFORMANCE – BASIC AND OPTIONS. Additional tasks may be added throughout the term of the contract through the issuance of individual Task Orders in accordance with Clause H.10, TASK ORDERING PROCEDURE. Service shall meet the required standards, specified in Attachment A, for each task. Those standards constitute the contract requirements referenced in Clause E.2, INSPECTION OF SERVICES—COST REIMBURSEMENT. Except for the government-owned property, office space, and vehicles which will be provided to the Contractor, listed in Attachments B, K, and L, respectively, the Contractor shall provide all labor, management, equipment, and material necessary to perform the required services.

#### B.2 TARGET COSTS AND INCENTIVE FEES

- a. <u>Task Groups</u> The Target Costs and Incentive Fees for each contract year shall be allocated into the following separate groups;
  - (1) Tasks 1.0 (Logistics) and 5.0 (Library);
  - (2) Tasks 2.0 (Imaging Technology) and 3.0 (Publishing), and 4.0 (Metrology);
  - (3) Tasks 6.0 (Administrative Support) and 7.0 (Clerical Support); and
  - (4) Government-specified Costs,

except that there will be no fees directly associated with the government-specified costs. The "government-specified" costs consist of those costs for which the government specified an amount in solicitation RFP3-038038, and include Stores Stock, Library Subscriptions, Library Materials, "Facilities," "Special Test Equipment," and Specialized Training and related Travel.

# b. Target Cost, Target Fee, and Award Fee Amounts

# Contract Year 1

	TASK GROUP	Target Cost	Cost	Technical	Award Fee
		r.	Incentive	Performance	
			Fee	Incentive Fee	
X	Phase-in	\$144,606			
<b>'</b> [	1.0 & 5.0	\$3,393,373	\$91,621	\$71,233	
	2.0, 3.0, & 4.0	\$3,942,241	\$106,441	\$170,959	
Ī	6.0 and 7.0	\$6,550,732	\$176,870	\$28,493	
	C.5 (Reporting)	\$0	\$0	\$14,247	
	Gov't-specified	\$4,665,000	\$0	\$0	
	TOTAL	\$18,695,952	\$374,932	\$284,932	\$195,819
				TOTAL FEES:	\$855,683

# Contract Year 2

TASK GROUP	Target Cost	Cost	Technical	Award Fee
		Incentive	Performance	
		Fee	Incentive Fee	
1.0 & 5.0	\$3,134,863	\$ 84,048	\$ 84,877	
2.0, 3.0, & 4.0	\$3,603,171	\$ 96,558	\$204,102	
6.0 and 7.0	\$5,942,321	\$159,299	\$ 33,950	
C.5 (Reporting)	\$0		\$ 16,976	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,580,355	\$339,905	\$339,905	\$ 75,534
			TOTAL FEES:	\$755,344

# Contract Year 3

TASK GROUP	Target Cost	Cost	Technical	Award Fee
		Incentive	Performance	
		Fee	Incentive Fee	
1.0 & 5.0	\$3,187,859	\$ 85,458	\$ 85,921	
2.0, 3.0, & 4.0	\$3,640,207	\$ 97,535	\$ 206,209	
6.0 and 7.0	\$5,994,955	\$ 160,690	\$ 34,368	
C.5 (Reporting)	\$0		\$ 17,184	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,723,021	\$ 343,683	\$ 343,683	\$ 76,374
			TOTAL FEES:	\$763,740

#### **Contract Year 4**

TASK GROUP	Target Cost	Cost	Technical	Award Fee
a - 1		Incentive	Performance	
		Fee	Incentive Fee	
1.0 & 5.0	\$3,194,651	\$ 85,625	\$ 86,410	
2.0, 3.0, & 4.0	\$3,678,930	\$ 98,554	\$ 207,383	
6.0 and 7.0	\$6,024,731	\$ 161,460	\$ 34,563	
C.5 (Reporting)	\$0		\$ 17,282	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,798,312	\$ 345,639	\$ 345,639	\$ 76,809
			TOTAL FEES:	\$768,087

#### Contract Year 5

TASK GROUP	Target Cost	Cost	Technical	Award Fee
		Incentive	Performance	
		Fee	Incentive Fee	
1.0 & 5.0	\$3,207,404	\$ 85,954	\$ 87,225	
2.0, 3.0, & 4.0	\$3,734,139	\$ 100,018	\$ 209,341	
6.0 and 7.0	\$6,080,506	\$ 162,929	\$ 34,891	
C.5 (Reporting)	\$0		\$ 17,445	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,922,049	\$ 348,902	\$ 348,902	\$ 77,533
			TOTAL FEES:	\$775,337

- c. <u>Cost Incentive Fee Adjustment</u> Clause 52.216-10, INCENTIVE FEE, incorporated by reference in clause I.1.I, is completed by inserting "20," "20," "133.3 %," and "0.0%." This reflects a Contractor share of overruns and underruns of 20%, and the maximum and minimum fees (in terms of a percent of the target fee), respectively.
- d. "Technical Performance Incentive Fee Adjustment The Contractor's Technical Performance Fee shall be determined separately for each Task Group based on comparison between the Contractor's weighted technical performance score and the related Standard Performance Level (SPL). A performance score will be determined at the end of every six months of performance, based on the individual standards and relative weights itemized in Attachment A. For superior (relative to the SPL) performance, the fee will be increased by the Positive Adjustment Factor (PAF) for every score point, or fraction thereof, above the SPL. For inferior performance, the fee will be similarly decreased by the Negative Adjustment Factor (NAF) for scores below the SPL. The adjustment factors for each Task Group are as follows:

Task Group	PAF	NAF
1	3.229%	11.602%
2	3.229%	14.027%
3	1.25%	. 5.0%
Reporting	3.125%	11.111%

The maximum fee will be 125% of the target fee and the fee at the Acceptable Quality Level (AQL) is 0% of the target fee.

- e. Within each individual task group or for the total contract, no Cost or Technical Performance Incentive Fee will be earned if the technical performance score is below the AQL (Acceptable Quality Level). If the technical performance scores are below the AQL for all three task groups, no Award Fee will be earned for that six-month period.
- f. The provisions of paragraph (d) of Clause 52.216-10, as they apply to adjustments in the Cost Incentive Fee amounts, do not apply to changes affecting the cost of acquiring additional or replacement Government Property, the cost of Stores Stock, or the cost of Library Materials or Subscriptions. Similarly, contract changes affecting those categories of cost will not entitle the contractor to adjustment of either the Technical Performance Incentive Fee or the Award Fee amounts.

## B.3 CONTRACT FUNDING (NFS 18-52.232-81) (JUN 1990)

- (a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this contract is 96% of the total funding obligation accomplished by contract modification or by task order.
- (b) The remaining 4% of the cumulative total of all funding actions obligated under this contract is for payment of the fees.

#### B.4 FUNDING CATEGORIES

Funding for this contract will be allotted by the individual funding categories, which correlate directly with the cost reporting categories listed in C.5.F of the Statement of Work and shown in the "533 Formats" (Attachment H). The "Limitation of Funds" clause, incorporated by reference in Section I.1, applies individually to each funding category, except that the notification requirement of paragraph (c) of that clause will be deemed satisfied so long as the Contractor's Monthly Contractor Financial Management Report (NASA Form 533) includes projections, for each funding category, of the period time for which funding remains.

/ B.5 LIMI	TATION ON PRECONTRACT COSTS	
	(1)4	

#### SECTION F - DELIVERIES OR PERFORMANCE

#### F.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

**CLAUSE** 

NUMBER DATE TITLE

52.242-15 AUG 1989

STOP-WORK ORDER (ALTERNATE I) (APR 1984)

52.247-34 NOV 1991

F.O.B. DESTINATION

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

**CLAUSE** 

NUMBER DATE TITLE

None included by reference.

F.2 PERIOD OF PERFORMANCE - BASIC AND OPTIONS (LeRC 52.212-93)(JAN 1987)

The initial period of performance hereunder shall be for a period of two (2) years commencing on November 1, 1999. Subsequent contract periods if any shall be for periods of one year each beginning on the expiration date of the previous contract period. If the Government requires performance of services after the initial contract period, notification to the Contractor of such requirement shall be in accordance with the clause entitled "Option to Extend the Term of the Contract."

#### SECTION G - CONTRACT ADMINISTRATION DATA

#### G.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

**CLAUSE** 

NUMBER DATE TITLE

None included by reference.

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE

NUMBER DATE TITLE

1852.242-70 SEP 1993	TECHNICAL DIRECTION
1852.242-71 DEC 1988	TRAVEL OUTSIDE OF THE UNITED STATES
1852.242-73 JUL 1997	NASA CONTRACTOR FINANCIAL MANAGEMENT
	REPORTING
1852.245-70 JUL 1997	CONTRACTOR REQUESTS FOR GOVERNMENT-
	OWNED EQUIPMENT

- G.2 SUBMISSION OF VOUCHERS FOR PAYMENT (NFS 1852.216-87) (MAR 1998) (LeRC MODIFICATION) (APR 1998)
- (a) The designated billing office for cost vouchers for purposes of the Prompt Payment clause of this contract is indicated below. Public vouchers for payment of costs shall include a reference to the number of this contract.
- (b)(1)If the contractor is authorized to submit interim cost vouchers directly to the NASA paying office, they shall be prepared in accordance with paragraph (c) of this clause and submitted to:

NASA - Lewis Research Center Commercial Accounts Mail Stop 500-303 21000 Brookpark Road Cleveland, OH 44135

- (2) For any period that the Defense Contract Audit Agency has authorized the Contractor to submit interim vouchers directly to the Government paying office, interim vouchers are not required to be sent to the Auditor, and are considered to be provisionally approved for payment, subject to final audit.
- (3) Copies of vouchers should be submitted as follows:
- (i) Copy 1 NASA Contracting Officer

- (ii) Copy 2 DCAA Auditor
- (iii) Copy 3 Contractor
- (iv) Copy 4 Contract Administration Office, if delegated
- (v) Copy 5 LeRC Project Manager
- (c) If the contractor is not authorized to submit interim cost vouchers directly to the paying office as described in paragraph (b), the contractor shall prepare and submit vouchers as follows:
- (1) One original Standard Form (SF) 1034, SF 1035, or equivalent Contractor's attachment to the cognizant DCAA office
- (2) Five copies of SF 1034A, SF 1035A, or equivalent Contractor's attachment to the following offices by insertion in the memorandum block of their names and addressees:
- (i) Copy 1 NASA Contracting Officer
- (ii) Copy 2 DCAA Auditor
- (iii) Copy 3 Contractor
- (iv) Copy 4 Contract Administration Office, if delegated
- (v) Copy 5 LeRC Project Manager
- (3) The Contracting Officer may designate other recipients as required.
- (d) Public vouchers for payment of fee shall be prepared similarly to the procedure in paragraph (c) of this clause, and be forwarded to:
- NASA Lewis Research Center Commercial Accounts Mail Stop 500-303 21000 Brookpark Road Cleveland, OH 44135

This is the designated billing office for fee vouchers for purposes of the Prompt Payment clause of this contract.

- (e) In the event that amounts are withheld from payment in accordance with provisions of this contract, a separate voucher for the amount withheld will be required before payment for that amount may be made.
- (f) All invoices shall be itemized by funding category (See section B.4)
- (g) Monthly provisional payment of the Cost and Technical Incentive Fees will be made upon submittal of an invoice for appropriate amounts as follows: (i) for the first 6-months of contract performance, at 1/12<sup>th</sup> of the target fee amount, and (ii) for the remainder of the

contract period, at the rate of fee earned for the most recent 6-month performance evaluation period.

# G.3 RELEASABLE INFORMATION UNDER THE FREEDOM OF INFORMATION ACT (FOIA) (LeRC 52.224-90) (FEB 1998)

Except for the information listed below, all dollar amounts, ceilings, descriptions, schedules, clauses, attachments and other information included in this contract are considered releasable agency records and may be provided by the Government to the general public through electronic, written, or other means in accordance with FOIA.

The following contract information is exempt from disclosure under the FOIA, 5 U.S.C. 552(b)(4):

#### All of Clause G.5

G.4	RIGHTS IN DATA	(LERC 52.227-90)	(Jan 1987)
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The data required in Item \_\_\_\_\_ is defined as "unlimited rights data" in accordance with the "Rights in Data - General" clause of this contract.

## G.5 INDIRECT COST CEILING (LeRC 52.231-90)

#### A. Reimbursement Ceiling Rates

Final payment for overhead and G&A expenses will be based on the application of the actual audited rate, but not in excess of the following ceilings:

Contractor's

Fiscal Years Overhead (%) Overhead Base G&A (%) G&A Base

(b) 4

Contractor's Materials/Subcontracts Fiscal Years Burden (%)

Pool Base

(\$) 4

The ceiling rates for years 1999 through 2004 are rates for the total indirect expenses and total contract cost bases for the calendar-year periods specified. Rates shall not vary within the individual years.

Increased indirect costs during the term of this contract that result from such items as statute, court decisions and/or written rulings or regulations by the Internal Revenue Service or other taxing authority may be cause for adjustment of the indirect ceiling affected.

Notwithstanding the above, in the event that the actual overhead or G&A rates exceed their respective ceilings, an overrun amount in one ceiling may be reimbursed in an amount not to exceed any underrun in the other ceiling. Underruns from one Contractor-fiscal year may be applied to overruns of another fiscal year. All costs in excess of the said indirect ceilings are not reimbursable under this or any other Government contract.

Specific cost elements (or accounts) that comprise the overhead and G&A expense pools and cost bases which are subject to the above agreed-upon ceilings are itemized and described in the Contractor's successful cost proposal. The Contractor shall advise the NASA Contracting Officer of any planned or approved accounting changes that would impact the subject indirect rates and demonstrate how the changes will impact negotiated ceilings. The NASA Contracting Officer may agree to change the rate ceilings, if appropriate. Where accounting changes have the effect of moving costs from one expense pool to another that potentially results in a circumvention around a rate ceiling(s), the NASA Contracting Officer shall agree to only those rate ceiling changes that either have no effect on or decrease the net effective cost chargeable to the contract.

### B. Provisional Indirect Billing Rates:

For both overhead and G&A expenses, the Contractor may submit interim billings based on actual, cumulative pool costs not to exceed the lesser of the ceiling rates or the cognizant Government auditor-approved provisional billing rates.

To prevent substantial over or under payment (except where a ceiling is reached), the provisional billing rates shall be reviewed at least annually by the Contractor. Whenever actual rates are + or -5% of the current billing rate, the Contractor shall propose revisions for the NASA Contracting Officer's approval. Proposed revisions are subject to review by Government auditors.

# G.6 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (NSF 1852.245-71) (JUNE 1998)

(a) The Government property described in the clause at 1852.245-77, List of Installation-Accountable Property and Services, shall be made available to the Contractor on a no-charge basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property. Under this clause, the Government retains accountability for, and title to, the property, and the Contractor assumes the following user responsibilities:

NASA Handbook (NHB) 4200.1D (as revised), entitled "NASA Equipment Management Manual"

The contractor shall establish and adhere to a system of written procedures for compliance with these user responsibilities. Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of Government property.

- (b)(1) The official accountable record keeping, physical inventory, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this contract provides for the contractor to acquire property, title to which will vest in the Government, the following additional procedures apply:
- (i) The contractor's purchase order shall require the vendor to deliver the property to the installation central receiving area;
- (ii) The contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area:
- (iii) The contractor shall establish a record of the property as required by FAR 45.5 and 1845.5 and furnish to the Industrial Property Officer a DD Form 1149 Requisition and Invoice/Shipping Document (or installation equivalent) to transfer accountability to the Government within 5 working days after receipt of the property by the contractor. The contractor is accountable for all contractor-acquired property until the property is transferred to the Government's accountability.
- (iv) Contractor use of Government property at an off-site location and off-site subcontractor use require advance approval of the contracting officer and notification of the SEMO. The contractor shall assume accountability and financial reporting responsibility for such property. The contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR Part 45.5 until its return to the installation.
- (2) After transfer of accountability to the Government, the contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the and any other authorized representatives of the contracting officer.
- 3) The contractor shall not utilize the installation's central receiving facility for receipt of Contractor-acquired property. However, the Contractor shall provide listings suitable for establishing accountable records of all such property received, on a quarterly basis, to the Contracting Officer and the SEMO.
- G.7 LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (NFS 1852.245-77) (JUL 1997) (LeRC MODIFICATION) (AUG 1997)

In accordance with the Installation-Accountable Government Property clause of this contract, the Contractor is authorized use of the types of property and services listed below, to the extent they are available, while on-site at the NASA installation.

(a) Office space, work area space, and utilities. The Contractor shall use Government telephones for official purposes only. Pay telephone stations are available for the convenience and use of employees in making unofficial calls, both local and long distance.

(b) General- and special-purpose equipment, including office furniture.

- (1) Equipment to be made available to the Contractor for use in performance of this contract on-site and at such other locations as approved by the Contracting Officer is listed in Attachment B. The Government retains accountability for this property under the Installation-Accountable Government Property clause, regardless of its authorized location.
- (2) If the Contractor acquires property as a direct cost under this contract, this property also shall become accountable to the Government upon its entry into the NASA Equipment Management System (NEMS) in accordance with the property reporting requirements of this contract.
- (3) The Contractor shall not bring on-site for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval.
- (c) Supplies from stores stock.
- (d) Publications and blank forms stocked by the installation.
- (e) Computer time and storage to be made available to the Contractor for use in performance of this contract is identified on Attachment \_\_("not applicable")\_\_. An identification number and all necessary operating and access instructions for the provided system(s) will be supplied to the Contractor within \_\_("not applicable")\_\_ calendar days after the effective date of the contract. Questions concerning use or access of these system(s) should be directed to the NASA Project Manager.

(f) Safety and fire protection for Co	ontractor personnel and facilities	•
(g) Installation service facilities:	"None" .	

- (h) Fitness Center facilities under the following conditions:
- (i) Applications shall be submitted to, and shall be processed by, the support service contractor currently operating the Fitness Center for the Government.
- (ii) The procedure for receiving and processing applications, obtaining a medical authorization from a licensed physician, and selection of applicants for participation will be similar to the procedure for Government employees.
- (iii) All individuals applying for participation shall sign a statement waiving the Government from any liability for personal injury during participation in Fitness Center activities.
- (i) Emergency medical treatment for Contractor personnel injuries or illnesses sustained during on-site duty. In all instances of severe injury, or sudden life threatening illness (e.g. heart attack), the Emergency Medical Technician Squad shall be summoned immediately, by dialing

911. Referrals to tertiary care centers and for private physicians will be made in cases requiring long term follow-up, or when specific services required are unavailable on-site.

- (j) Cafeteria privileges for Contractor employees during normal operating hours.
- (k) Building maintenance for facilities occupied by Contractor personnel.
- (l) Moving and hauling for office moves, movement of large equipment, and delivery of supplies. Moving services shall be provided on-site, as approved by the Contracting Officer.
- (m) The user responsibilities of the Contractor are defined in paragraph (a) of the Installation-Accountable Government Property clause.

#### G.8 FACILITIES ACQUISITION AND REPLACEMENT

- (a) In accordance with FAR 45.302-1, the Contractor shall furnish all facilities required for performing this contract except as provided in Attachment B of the contract. The Contractor shall notify the Contracting Officer when any item of the facilities described in the contract is either obsolete or no longer economically repairable. This notification shall include either a proposal for Contractor replacement or a statement that the need for the item no longer exists.
- (b) Replacement shall be made in accordance with the policy at FAR 45.302-1.
- (c) Contractor replacement of facilities which were provided by the Government shall be made at company expense, i.e., as indirect charges, at the end of their useful lives.
- (d) The government will identify any of the information technology items provided under clause G.7 which the government will provide to the contractor under the government's ODIN (Outsourcing Desktop Initiative for NASA) contract. Once those items have been identified, the Contractor shall develop and submit to the government an estimate, by task group by contract year, of the replacement cost for the remaining existing government-provided facilities. The parties will then negotiate an adjustment to the target costs to include the cost of contractor replacement of such facilities.

#### SECTION H - SPECIAL CONTRACT REQUIREMENTS

#### H.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

**CLAUSE** 

NUMBER DATE TITLE

52.223-5 APR 1998

POLLUTION PREVENTION AND RIGHT- TO-KNOW INFORMATION

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

**CLAUSE** 

NUMBER DATE TITLE

1852.223-70 MAR 1997
1852.223-74 MAR 1996
1852.242-72 AUG 1992

SAFETY AND HEALTH

DRUG- AND ALCOHOL-FREE WORKFORCE

OBSERVANCE OF LEGAL HOLIDAYS (ALTERNATE I (SEP 1989) and ALTERNATE II (SEP 1989))

MISSION CRITICAL SPACE SYSTEMS PERSONNEL RELIABILITY PROGRAM

# H.2 SECURITY CLASSIFICATION REQUIREMENTS (NFS 1852.204-75) (SEP 1989)

Performance under this contract will involve access to and/or generation of classified information, work in a security area, or both, up to the level of Secret. See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254, Contract Security Classification Specification, Attachment D.

- H.3 RESTRICTIONS ON PRINTING AND DUPLICATING (NFS 1852.208-81) (AUG 1993)
- (a) The Contractor shall reproduce any documentation required by this contract in accordance with the provisions of the Government Printing and Binding Regulations, No. 26, Pub 101-9, U.S. Government Printing Office, Washington, DC 20402, published by the Joint Committee on Printing, U.S. Congress.
- (b) The Contractor shall not perform, or procure from any commercial source, any printing in connection with the performance of work under this contract. The term "printing" includes the processes of composition, platemaking, presswork, silk screen processes, binding, microform, and the end items of such processes and equipment.

(c) "Duplicating/copying" is not considered to be printing. It is material produced by duplicating equipment employing the lithographic process and automatic copy-processing or copier- duplicating machines employing electrostatic, thermal, or other copying processes not requiring the use of negatives or metal plates. The Contractor is authorized to duplicate production units provided the requirement does not exceed 5,000 production units of any one page or 25,000 units in the aggregate of multiple pages.

Such plates may not exceed a maximum image size of 10-3/4 by 14-1/4 inches. A "production unit" is on a sheet, size  $8-1/2 \times 11$  inches ( $215 \times 280$  mm), one side only, and one color ink.

- (d) This clause does not preclude writing, editing, preparation of manuscript copy, or preparation of related illustrative material as a part of this contract, or administrative duplicating/copying (for example; necessary forms and instructional materials used by the Contractor to respond to the terms of the contract).
- (e) Costs associated with printing or duplicating/copying in excess of the limits set forth above are unallowable without prior written approval of the Contracting Officer. If the Contractor has reason to believe that any activity required in fulfillment of the contract will necessitate any printing or substantial duplicating/copying, it immediately shall provide written notice to the Contracting Officer and request approval prior to proceeding with the activity. Requests will be processed by the Contracting Officer in accordance with the provisions of the Government Printing and Binding Regulations and NFS 18-8.802.
- (f) The Contractor shall include in each subcontract which may involve a requirement for any printing and/or any duplicating/copying in excess of the limits specified in paragraph (c) of this clause, a provision substantially the same as this clause, including this paragraph (f).

# H.4 MINIMUM INSURANCE COVERAGE (NFS 1852.228-75) (OCT 1988)

The Contractor shall obtain and maintain insurance coverage as follows for the performance of this contract:

- (a) Worker's compensation and employer's liability insurance as required by applicable Federal and state workers' compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so commingled with the Contractor's commercial operations that it would not be practical. The employer's liability coverage shall be at least \$100,000, except in States with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.
- (b) Comprehensive general (bodily injury) liability insurance of at least \$500,000 per occurrence.
- (c) Motor vehicle liability insurance written on the comprehensive form of policy which provides for bodily injury and property damage liability covering the operation of all motor vehicles used in connection with performing the contract. Policies covering motor vehicles operated in the United States shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury liability and \$20,000 per occurrence for property

damage. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.

- (d) Comprehensive general and motor vehicle liability policies shall contain a provision worded as follows:
- "The insurance company waives any right of subrogation against the United States of America which may arise by reason of any payment under the policy."
- (e) When aircraft are used in connection with performing the contract, aircraft public and passenger liability insurance of at least \$200,000 per person and \$500,000 per occurrence for bodily injury, other than passenger liability, and \$200,000 per occurrence for property damage. Coverage for passenger liability bodily injury shall be at least \$200,000 multiplied by the number of seats or passengers, whichever is greater.
- H.5 SECURITY REQUIREMENTS FOR UNCLASSIFIED AUTOMATED INFORMATION RESOURCES (NFS 1852.204-76) (JUL 1977) (LeRC MODIFICATION) (JAN 1997)
- (a) The Contractor shall comply with the requirements outlined in the current NASA Policy directive 2810.1, NASA Procedures and Guidance 2810.1 and OHM A-130, Appendix III incorporated herein by reference. Copies may be obtained from the Lewis Security Management Office (M.S. 21-5).
- (b) In addition to complying with any functional and technical security requirements set forth in the schedule and clauses of this contract, the contractor shall obtain special identification, as required by the Program Manager or the Functional Organization Computer Security Official, for its personnel who need unescorted or unsupervised physical or electronic access to the following limited or controlled areas, systems, programs and/or data:

TDB	_[List areas,	systems,	programs	and/or	data]

The Lewis Computer Security Manager will coordinate NASA Security policy and guidelines applicable to each contractor through the appropriate Project Computer Security personnel.

- (c) The Contractor's employees may be required to sign a computer access user agreement before they are granted access to such areas, systems, programs and/or data. It is the responsibility of the Contractor to ensure that its employees sign the required access to the systems for any period exceeding six months, the Contractor shall ensure that their employee promptly sign the appropriate access termination statement, and that the employee promptly returns all access codes, cards, devices, identification codes, and passwords to the appropriate Government personnel.
- (d) The Contractor shall ensure that all employees granted access to Federal computer systems receive annual training in computer security. Any course materials and/or instructors, if necessary, will be provided by the Government. Scheduling and administration of the training shall be arranged by the Contractor and coordinated through the appropriate Program Computer Security personnel. The Contractor shall provide a statement to the Lewis Center Computer

Security Manager (CCSM) not less than annually that the training has been conducted for all employees with access to Federal Automated Information Resources.

- (e) Any breach of this clause or the contract shall be promptly reported to the Contracting Officer.
- (f) The Contractor shall incorporate this clause in all subcontracts where the requirements identified in this clause are applicable to the performance of the subcontract.
- H.6 CONTRACTORS' DUTIES AND RESPONSIBILITIES ON-SITE (LeRC 52.209-90) (AUG 1998)

#### I. BADGES

All Contractor personnel having a need to enter areas of the Lewis Research Center or Plum Brook Station shall have an identification badge or pass. This badge or pass shall be obtained at the entrance of the Lewis Research Center or Plum Brook Station. In addition to the requirements contained herein, the Contractor shall comply with LeRC management instruction LMI 1900.3, Managing Conduct Issues Affecting the Center, incorporated herein by reference and made a part hereof.

Resident Contractors (picture badged employees)

- 1. The on-site company supervisor will notify the Main Gate Badge Clerk at PABX 3-2206 when a new employee is reporting to work. The Badge Clerk will give the company supervisor specific instructions as to how the new employee will be badged, photographed, fingerprinted, etc.
- 2. When an employee terminates and/or resigns employment, the company supervisor will issue to the employee NASA Form C-10087, Non-NASA Separation Clearance Record. The company supervisor or his designee will be responsible for making an inquiry of all offices listed on the form to see if the employee has any outstanding Government items. The employee will then take this form to all offices that list he/she has outstanding items. The employees last stop is for the return of their Government issued I.D. badge.
- 3. Company supervisors are to ensure that the terminated and/or resigned employee has returned his/her badge to the Main Gate Badge Clerk. Final clearance of a Contractor upon completion of a contract will depend in part upon accounting for all badges issued to employees during the performance of the contract. It should be recognized that security badges are Government property and any alteration or misuse of these badges may be prosecuted as a violation of Section 499, Title 18, U.S. Code.

Non-Resident Contractors (non-picture badged employees)

1. The Contractor's on-site supervisor shall comply with the Badge and Property Regulations (NASA Form C-421) a copy of which will be given the Contractor's supervisors at the time of the Construction Site Showing. The Badge and Property Regulations are quoted below:

A. The following regulations have been adopted governing the control of Contractor's Badges at the Lewis Research Center.

- 1. Ensure that each company employee is in possession of NASA Form C-9975 prior to reporting to work for badging purposes. Employees not in possession of the above mentioned for will be delayed at the gate until such time as the company supervisor/foreman or his representative reports to the Main Gate with the appropriate paperwork for badging.
- 2. Report lost badges immediately.
- 3. Upon termination of duties, each employee's badge will be collected and returned to the Main Gate Sergeant by the Contractor supervisor/foreman. Final clearance of a Contractor upon completion of a contract will depend in part upon the accounting for all badges issued to employees during the performance of the contract. It should be recognized that security badges are Government property and any alteration or misuse of these badges may be prosecuted as a violation of Section 499, Title 18, U.S. Code.

#### II. NASA-OWNED PROPERTY

- 1. The term "NASA-Owned Property" refers to all controlled (tagged) and non-tagged equipment, library property, security badges, computer passwords and other property furnished by the Government during the course of the contract.
- 2. The Contractor shall ensure that all NASA-Owned property issued to its employees is returned and in satisfactory condition upon termination of an employee's duties. In cases where accountability for the property is transferred from one employee to another, the NASA Equipment Management System (NEMS) Control office of the Logistics Management Division must be notified. At the completion of the Government contract, all property will be returned, and the contract value will be adjusted for any property not accounted for.
- 3. When access to Federal computer systems has been granted, the Contractor shall ensure that its employees comply with the clause of the contract entitled "SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION RESOURCES (NFS 18-52.204-76) LeRC MODIFICATION (JAN 1997)".

#### III. EMERGENCIES

- 1. The Contractor shall ensure that its employees are informed that Emergency, Fire, Medical, Safety, and Security assistance can be summoned by Dialing "911" on the Center's PABX telephone system. Emergencies are defined as incidents involving serious personal injury or damage that causes a possible hazardous condition, or any incidents that require immediate attention of the Plant Protection Department or Security. All other medical treatment is the responsibility of the Contractor.
- 2. For incidents not classified as an emergency, contractor personnel shall be instructed to immediately notify the Contracting Officer's Technical Representative (COTR), at PABX 3-3048 (rather than dialing "911"), in the event of an accident involving either personal injury or damage to property whether public or private, including damage to motor vehicles. They shall cooperate

fully with the Government Accident Investigator and the Center Accident Investigation Board. This cooperation shall include interviews at the accident site and/or at a Board meeting.

- 3. The Chairman of the appropriate Accident Investigation Board will notify the Contractor through the COTR as to the date and time and location of the Board meeting. The Board meetings will be held between the hours of 8:15 a.m. and 4:45 p.m. regular work days Monday through Friday.
- 4. For Contractor duties where continuous manning of posts is mandatory during a work shift, the Contractor shall provide substitute personnel as required for manning these posts during the meeting of the Accident Investigation Boards.

#### IV. TRAFFIC

- 1. The Contractor agrees to comply, and agrees to require that all of its personnel will comply with all posted traffic signs, signals and instructions of personnel assigned for traffic control and parking purposes and with the provisions of NPD 1600.2 and NHB 1620.3 incorporated herein by reference and made a part hereof.
- 2. The Government reserves the right to bar from the Lewis Research Center any Contractor employee who has failed to comply with such signs, signals, instructions and the provisions of NPD 1600.2 and NHB 1620.3. The period of the bar shall be as determined appropriate by the Contracting Officer subject to the provisions of NPD 1600.2 and NHB 1620.3. The Contracting Officer will notify the Contractor in writing, setting forth the name(s) of the affected employees(s) and the time period(s) of the bar(s). No action by the Government in barring any Contractor employee from the Lewis Research Center shall be the basis for any claim whatever by the Contractor under this contract, nor shall it excuse the Contractor from complying with any provision of this contract.

#### V. ON-SITE STANDARDS OF CONDUCT

- 1. The Contractor's entry onto the Center shall be pursuant to fulfilling its contractual obligations, and any related activities thereto. Contractor personnel gaining access to Lewis facilities are required to certify that they meet the minimum ethical standards for entry onto a Government facility. Falsification of this certification could lead to criminal prosecution.
- 2. The Contractor agrees to comply, and agrees to require that all of its personnel will comply with all applicable Federal and State statutes and regulations, NASA policy and guidance documents, Lewis policy and guidance documents, and other regulations pertaining to personal conduct while on-site. Any conduct prejudicial to the efficient operation of the Center shall be cause for removal from the Center.

#### VI. PROHIBITION OF FIREARMS

Firearms or weapons of any kind are strictly prohibited at the Lewis Research Center.

#### VII. SECURITY INCIDENTS

Theft of Property, Bomb threats, malicious damage and any other threat or violent situations shall be immediately reported to the Security Office.

#### VIII. PROPERTY PASSES

A Property Pass (NASA Form C-702) is required for the removal of all Contractor owned property and equipment and must be presented to the gate guard upon exit. This form can be obtained from the COTR (or designee) or the Lewis employee responsible for the Contractor's presence at the Center. This form must contain a complete description of the material/equipment being removed and should be signed by the authorized Government employee. Material relating to a specific contract or purchase order must be identified by insertion of the appropriate contract/purchase order number on the pass by the COTR or designee.

#### IX. AFTER-HOUR ACCESS

During normal working hours, 7:00 a.m. to 5:30 p.m. Monday through Friday, the guards at the gates will permit your entrance and departure. At any other time (other than normal hours), advance clearance is required, and may be obtained through the Lewis/Plum Brook COTR or Inspector who will then make the request to the Main Gate Sergeant PABX 3-2204 at Lewis and 3-3221 at Plum Brook. After-hour clearances as approved by the COTR Inspector are certification to the guards as authority for admittance of a contractor during off hours, including Saturdays, Sundays, and Holidays.

- H.7 DETERMINATIONS OF WAGE REASONABLENESS DURING CONTRACT PERFORMANCE AND PRIOR TO EXERCISE OF OPTIONS (LeRC 52.215-112) (SEP 1992)
- (a) The contractor is required to notify the Government at any time during the performance of this contract when a general wage increase is contemplated for any groups of their employees.
- (b) Prior to any preliminary notice of the Government's intent to exercise an option, the Government will request that the Contractor make an assessment of the wages anticipated to be paid during the option period, against the recent versions of the same surveys used in the preparation of the original proposal. Wages to be paid in excess of those anticipated during the negotiation of the original contract shall be identified and explained in writing to the contract specialist.

H.8 (LERC 52.223-93) SAFETY AND HEALTH REPORTING REQUIREMENTS (MAR 1990)

Pursuant to the "SAFETY AND HEALTH (NFS 18-52.223-70)" clause of this contract, the following listed topics shall be reported to the Contracting Officer, or designee: Deliver to

(a) Accidents, incidents, or exposure resulting in fatality, lost-time, occupational disease, contamination of property, and property loss of \$25,000 or more.

COTR and the Office of Mission Safety and Assurance

Copies 1 each.

(b) Mishaps shall be reported and recorded in accordance with applicable OSHA regulations on NASA Form 1627, NASA Mishap Report.

**COTR** 

(c) Corrective action(s) taken as a result of safety infractions as reported on Safety and Health Inspection Report, NASA-C-151a.

COTR

#### H.9 YEAR 2000 COMPLIANCE (LeRC 52.239-90) (MAY 1998)

- (a) Definition: "Year 2000 compliant", as used in this clause, means that the information technology (hardware, software and firmware, including embedded systems or any other electromechanical or processor-based systems used in accordance with its associated documentation) accurately processes date and date- related data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other information technology, used in combination with the information technology being acquired, properly exchanges date and date-related data with it.
- (b) Any information technology provided, operated and/or maintained under this contract is required to be Year 2000 compliant. To ensure this result, the Contractor shall provide documentation describing how the IT items or services demonstrate Year 2000 compliance, consisting of standard product literature or test reports for commercial items. The Contractor warrants that any IT items or services provided under this contact that involve the processing of date and date-related data are Year 2000 compliant. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those listed products as a system.
- (d) The remedies available under this warranty shall include repair or replacement, at no additional cost to the Government, of any provided items or services whose non-compliance is discovered and made known to the Contractor in writing within 90 days after acceptance. In addition, all other the terms and limitations of the Contractor's standard commercial warranty or warranties shall be available to the Government for the IT items or services acquired under this contract. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2000 performance.

#### H.10 TASK ORDERING PROCEDURE (1852.216-80) (OCTOBER 1996)

- (a) Only the Contracting Officer may issue task orders to the Contractor, providing specific authorization or direction to perform work within the scope of the contract and as specified in the schedule. The Contractor may incur costs under this contract in performance of task orders and task order modifications issued in accordance with this clause. No other costs are authorized unless otherwise specified in the contract or expressly authorized by the Contracting Officer.
- (b) Prior to issuing a task order, the Contracting Officer shall provide the Contractor with the following data:
  - (1) A functional description of the work identifying the objectives or results desired from the contemplated task order.
  - (2) Proposed performance standards to be used as criteria for determining whether the work requirements have been met.
  - (3) A request for a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal.
- (c) Within five (5) business days after receipt of the Contracting Officer's request, the Contractor shall submit a task plan conforming to the request.
- (d) After review and any necessary discussions, the Contracting Officer may issue a task order to the Contractor containing, as a minimum, the following:
  - (1) Date of the order;
  - (2) Contract number and order number;
  - (3) Functional description of the work identifying the objectives or results desired from the task order, including special instructions or other information necessary for performance of the task;
  - (4) Performance standards, and where appropriate, quality assurance standards;
  - (5) Maximum dollar amount authorized (cost and fee or price). This includes allocation of award fee among award fee periods, if applicable;
  - (6) Any other resources (travel, materials, equipment, facilities, etc.) authorized;
  - (7) Delivery/performance schedule including start and end dates; and
  - (8) If contract funding is by individual task order, accounting and appropriation data.
- (e) The Contractor shall provide acknowledgment of receipt to the Contracting Officer within three (3) business days after receipt of the task order.
- (f) If time constraints do not permit issuance of a fully defined task order in accordance with the procedures described in paragraphs (a) through (d), a task order which includes a ceiling price may be issued.
- (g) The Contracting Officer may amend tasks in the same manner in which they were issued.
- (h) In the event of a conflict between the requirements of the task order and the Contractor's approved task plan, the task order shall prevail.

#### H.11 EQUITABLE ADJUSTMENT FOR REQUIRED WAGE INCREASES

(a) The target costs of this contract will be adjusted to reflect increases or decreases by the Contractor in wages and fringe benefits to the extent that these increases or decreases are made to comply with an increased or decreased wage determination applied to this contract by operation of law. Any such adjustment will be limited to increases or decreases in wages and fringe benefits, the accompanying increases or decreases in social security and unemployment taxes and workers' compensation insurance. It shall not otherwise include any amount for unrelated overhead or other direct costs. The target fees will be adjusted by applying the initially-proposed rates to the negotiated adjustments to the target costs.

(b) The Contractor shall notify the Contracting Officer of any increase claimed under this clause within 30 days after the effective date of the wage change, unless this period is extended, in writing, by the Contracting Officer. The notice shall contain a statement of the amount claimed and any relevant supporting data that the Contracting Officer may reasonably require. Upon agreement of the parties, the contract price or contract unit price labor rates shall be modified in writing. The Contractor shall continue performance pending agreement on or determination of any such adjustment and its effective date.

#### H.12 GOVERNMENT-SPECIFIED COSTS

For purposes of cost reporting and determination of cost incentive fee, certain specific elements of cost are categorized as "government-specified." In addition to the cost elements listed in Clause B.2, paragraph b., the following costs will also be considered "government-specified:"

- a. specific services or supplies listed in Attachment Y which are provided via subcontract
- b. any additional subcontracted supplies or services which are specifically approved by the government
- c. any overtime, training, or travel specifically approved by the government

## PART II - CONTRACT CLAUSES

#### SECTION I - CONTRACT CLAUSES

#### I.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

# I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE	
NUMBER DATE	TITLE
52.202-1 OCT 1995	DEFINITIONS
52.203-3 APR 1984	GRATUITIES
52.203-5 APR 1984	COVENANT AGAINST CONTINGENT FEES
52.203-6 JUL 1995	RESTRICTIONS ON SUBCONTRACTOR SALES TO
	THE GOVERNMENT
52.203-7 JUL 1995	ANTI-KICKBACK PROCEDURES
52.203-8 JAN 1997	CANCELLATION, RESCISSION AND RECOVERY OF
	FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY
52.203-10 JAN 1997	PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR
	IMPROPER ACTIVITY
52.203-12 JAN 1990	LIMITATION ON PAYMENTS TO INFLUENCE
	CERTAIN FEDERAL TRANSACTIONS
52.204-2 AUG 1996	SECURITY REQUIREMENTS
52.204-4 JUN 1996	PRINTING/COPYING DOUBLE-SIDED ON RECYCLED
	PAPER
52.209-6 JUL 1995	PROTECTING THE GOVERNMENT'S INTEREST
	WHEN SUBCONTRACTING WITH CONTRACTORS
	DEBARRED, SUSPENDED, OR PROPOSED FOR
	DEBARMENT
52.215-2 AUG 1996	AUDIT AND RECORDSNEGOTIATION
52.215-2 AUG 1996	AUDIT AND RECORDSNEGOTIATION (ALTERNATE
	III) (JAN 1997)
52.215-8 OCT 1997	ORDER OF PRECEDENCE - UNIFORM CONTRACT
	FORMAT
52.215-9 OCT 1997	CHANGES OR ADDITIONS TO MAKE-OR-BUY
	PROGRAM
52.215-9 OCT 1997	CHANGES OR ADDITIONS TO MAKE-OR-BUY
	PROGRAM (ALTERNATE II) (OCT 1997)
52.215-10 OCT 1997	PRICE REDUCTION FOR DEFECTIVE COST OR
	PRICING DATA
52.215-11 OCT 1997	PRICE REDUCTION FOR DEFECTIVE COST OR
	PRICING DATA MODIFICATIONS

52.215-12 OCT 1997	SUBCONTRACTOR COST OR PRICING DATA
52.215-13 OCT 1997	SUBCONTRACTOR COST OR PRICING DATA -
	MODIFICATIONS
52.215-17 OCT 1997	WAIVER OF FACILITIES CAPITAL COST OF MONEY
52.215-21 OCT 1997	REQUIREMENTS FOR COST OR PRICING DATA OR
	INFORMATION OTHER THAN COST OR PRICING
	DATA MODIFICATIONS
52.216-7 APR 1998	ALLOWABLE COST AND PAYMENT
52.216-10 MAR 1997	INCENTIVE FEE
52.217-9 MAR 1989	OPTION TO EXTEND THE TERM OF THE CONTRACT
V=1=1, 3 1.21 13 03	Insert "30 days before the contract expires" and "5 years" in
	paragraphs (a) and (c), respectively.
52.219-6 JUL 1996	NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE
52.219-8 JUN 1997	UTILIZATION OF SMALL, SMALL DISADVANTAGED.
	AND WOMEN-OWNED SMALL BUSINESS CONCERNS
52.219-9 AUG 1998	SMALL, SMALL DISADVANTAGED AND WOMEN-
1 1	OWNED SMALL BUSINESS SUBCONTRACTING PLAN
	(ALTERNATE II) (MAR 1996)
52.219-16 AUG 1998	LIQUIDATED DAMAGES SUBCONTRACTING PLAN
52.219-23 OCT 1998	NOTICE OF PRICE EVALUATION ADJUSTMENT FOR
	SMALL DISADVANTAGED BUSINESS CONCERNS
52.222-1 FEB 1997	NOTICE TO THE GOVERNMENT OF LABOR
	DISPUTES
52.222-3 AUG 1996	CONVICT LABOR
52.222-4 JUL 1995	CONTRACT WORK HOURS AND SAFETY
	STANDARDS ACT
52.222-26 APR 1984	EQUAL OPPORTUNITY
52.222-35 APR 1998	AFFIRMATIVE ACTION FOR DISABLED VETERANS
	AND VETERANS OF THE VIETNAM ERA
52.222-36 JUN 1998	AFFIRMATIVE ACTION FOR WORKERS WITH
	DISABILITIES
52.222-37 APR 1998	EMPLOYMENT REPORTS ON DISABLED VETERANS
	AND VETERANS OF THE VIETNAM ERA
52.222-41 MAY 1989	SERVICE CONTRACT ACT OF 1965, AS AMENDED
52.222-42 MAY 1989	STATEMENT OF EQUIVALENT RATES FOR FEDERAL
	HIRES
52.222-47 MAY 1989	SERVICE CONTRACT ACT (SCA) MINIMUM WAGES
	AND FRINGE BENEFITS Cortez III Service Corporation
	is the incumbent contractor. The International Brotherhood
	of Teamsters, Local #293, is the labor union.
52.223-2 APR 1984	CLEAN AIR AND WATER
52.223-3 JAN 1997	HAZARDOUS MATERIAL IDENTIFICATION AND
	MATERIAL SAFETY DATA (ALTERNATE I) (JUL 1995)
	Insert "None" in paragraph (b).
52.223-6 JAN 1997	DRUG-FREE WORKPLACE
52.225-11 AUG 1998	RESTRICTIONS ON CERTAIN FOREIGN PURCHASES
52.226-1 SEP 1996	UTILIZATION OF INDIAN ORGANIZATIONS AND
<b>50.005.4 *****</b> ******	INDIAN-OWNED ECONOMIC ENTERPRISES
52.227-1 JUL 1995	AUTHORIZATION AND CONSENT

52.227-2 AUG 1996	NOTICE AND ASSISTANCE REGARDING PATENT
32.227-2 AUG 1990	AND COPYRIGHT INFRINGEMENT
52.227-3 APR 1984	PATENT INDEMNITY
52.227-14 JUN 1987	
32.227-14 JOIN 1987	RIGHTS IN DATAGENERAL As modified by 1852.227-
52.228-7 MAR 1996	14 NASA FAR Supplement (OCT 1995) INSURANCELIABILITY TO THIRD PERSONS
52.232-9 APR 1984	
52.232-17 JUN 1996	LIMITATION ON WITHHOLDING OF PAYMENTS INTEREST
52.232-17 JUN 1996 52.232-18 APR 1984	
	AVAILABILITY OF FUNDS
52.232-22 APR 1984	LIMITATION OF FUNDS
52.232-23 JAN 1986	ASSIGNMENT OF CLAIMS
52.232-24 JAN 1986	PROHIBITION OF ASSIGNMENT OF CLAIMS
52.232-25 JUN 1997	PROMPT PAYMENT
52.232-33 AUG 1996	MANDATORY INFORMATION FOR ELECTRONIC
52 222 24 AUG 1006	FUNDS TRANSFER PAYMENT
52.232-34 AUG 1996	OPTIONAL INFORMATION FOR ELECTRONIC FUNDS
50 000 1 OCT 1005	TRANSFER PAYMENT
52.233-1 OCT 1995	DISPUTES (ALTERNATE I) (DEC 1991)
52.233-3 AUG 1996	PROTEST AFTER AWARD (ALTERNATE I) (JUN 1985)
52.237-2 APR 1984	PROTECTION OF GOVERNMENT BUILDINGS,
52 227 2 TANI 1001	EQUIPMENT, AND VEGETATION
52.237-3 JAN 1991	CONTINUITY OF SERVICES
52.239-1 AUG 1996	PRIVACY OR SECURITY SAFEGUARDS
52.242-1 APR 1984	NOTICE OF INTENT TO DISALLOW COSTS
52.242-3 OCT 1995	PENALTIES FOR UNALLOWABLE COSTS
52.242-4 JAN 1997	CERTIFICATION OF FINAL INDIRECT COSTS
52.242-13 JUL 1995	BANKRUPTCY
52.243-2 AUG 1987	CHANGESCOST-REIMBURSEMENT (ALTERNATE II)
52 244 2 ALIC 1000	(APR 1984)
52.244-2 AUG 1998	SUBCONTRACTS (ALTERNATE I) (AUG 1998)
52.244-5 DEC 1996	COMPETITION IN SUBCONTRACTING
52.244-6 APR 1998	SUBCONTRACTS FOR COMMERCIAL ITEMS AND
52 245 5 JANI 1007	COMMERCIAL COMPONENTS
52.245-5 JAN 1986	GOVERNMENT PROPERTY (COST-
	REIMBURSEMENT, TIME-AND-MATERIAL, OR
52.246.25 EED 1007	LABOR-HOUR CONTRACTS)
52.246-25 FEB 1997	LIMITATION OF LIABILITY SERVICES
52.247-1 APR 1984	COMMERCIAL BILL OF LADING NOTATIONS
52.247-64 JUN 1997	PREFERENCE FOR PRIVATELY OWNED U.SFLAG
52 249 1 MAD 1000	COMMERCIAL VESSELS
52.248-1 MAR 1989	VALUE ENGINEERING
52.249-6 SEP 1996	TERMINATION (COST-REIMBURSEMENT)
52.249-14 APR 1984	EXCUSABLE DELAYS
52.251-1 APR 1984	GOVERNMENT SUPPLY SOURCES
52.251-2 JAN 1991	INTERAGENCY FLEET MANAGEMENT SYSTEM
52 252 1 1431 1001	VEHICLES AND RELATED SERVICES
52.253-1 JAN 1991	COMPUTER GENERATED FORMS

#### II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
1852.216-76	MAR 1998	AWARD FEE FOR SERVICE CONTRACTS Insert 1) "the Award Fee Evaluation Plan established for this contract," 2) "government," 3) "issuance of a unilateral modification by the Contracting Officer," 4) "Clause B.2, 50% in each 6-month period" 5) "will not, and "6) "will not."
1852.215-84	OCT 1996	OMBUDSMAN Insert "Dr. Julian M. Earls", "(216) 433-3014", "Tom Luedtke" and "(202) 358-2090".
1852.216-89	JUL 1997	ASSIGNMENT AND RELEASE FORMS
1852.219-74	SEP 1990	USE OF RURAL AREA SMALL BUSINESSES
1852.219-76	JUL 1997	NASA 8 PERCENT GOAL
1852.237-70	DEC 1988	EMERGENCY EVACUATION PROCEDURES
1852.243-71	MAR 1997	SHARED SAVINGS

#### I.2 APPROVAL OF CONTRACT (FAR 52.204-1) (DEC 1989)

This contract is subject to the written approval of the Procurement Officer and shall not be binding until so approved.

I.3 EQUAL OPPORTUNITY PREAWARD CLEARANCE OF SUBCONTRACTS (FAR 52.222-28) (APR 1984) (DEVIATION) ("\$1 million" is revised to read "\$10 million".)

Notwithstanding the clause of this contract entitled "Subcontracts," the Contractor shall not enter into a first-tier subcontract for an estimated or actual amount of \$10 million or more without obtaining in writing from the Contracting Officer a clearance that the proposed subcontractor is in compliance with equal opportunity requirements and therefore is eligible for award.

- I.4 (reserved)
- I.5 CLAUSES INCORPORATED BY REFERENCE (FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

http://www.arnet.gov/far/
http://www.hq.nasa.gov/office/procurement/regs/nfstoc.htm

- I.6 AUTHORIZED DEVIATIONS IN CLAUSES (FAR 52.252-6) (APR 1984)
- (a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

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(b) The use in this solicitation or contract of any NASA FAR Supplement (48 CFR Chapter clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

# I.7 EQUIVALENT GOVERNMENT WAGE RATES

The information below supplements clause 52.222-42, "STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES," incorporated by reference in Clause I.1.I

# EQUIVALENT FEDERAL CLASSES OF SERVICE EMPLOYEES HOURLY WAGE RATE

### ADMINISTRATIVE SUPPORT - CLERICAL OPERATIONS

Accounting Clerk II	\$6.82
Accounting Clerk III	\$7.74
Duplicating Machine Operator/File Clerk	\$7.44
File Clerk	\$7.44
Film/Tape Librarian	\$8.35
Key Entry Operator	\$6.82
Payroll Clerk	\$8.35
Personnel Assistant IV	\$8.35
Secretary I	\$8.35
Secretary II	\$9.34
Secretary III	\$10.41
Secretaty V	\$11.57
Supply Technician	\$11.57
Typist II	\$7.44
Word Processor I	\$7.44
Word Processor II	\$8.35

## AUTOMATED DATA PROCESSING OCCUPATIONS

Computer Operator I	\$8.35
Computer Operator II	\$9.34
Computer Operator III	\$10.41
Computer Systems Analyst I	\$14.16
Peripheral Equipment Operator	\$8.35

### INFORMATION AND ARTS OCCUPATIONS

Audiovisual Librarian Technician	\$11.57
Exhibits Specialist I	\$9.34
Exhibits Specialist II	\$11.57
Exhibits Specialist III	\$14.16
Illustrator I	\$9.34
Illustrator II	\$11.57
Illustrator III	\$14.16
Library Technician	\$9.34

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Photographer I Photographer II Photographer III	\$8.35 \$9.34 \$11.57
MECHANICS AND MAINTENANCE AND REPA	AIR OCCUPATIONS
Electronics Technician, Maintenance I Electronics Technician, Maintenance II Electronics Technician, Maintenance III TECHNICAL OCCUPATIONS	\$15.00 \$15.59 \$16.12
TECHNICAL OCCUPATIONS	
Drafter IV Technical Writer Paralegal/Legal Assistant I Pressman Technical Info. Spec. I Technical Info. Spec. II TEAMSTERS LOCAL 293	\$11.57 \$17.13 \$7.65 \$13.14 \$10.81 \$13.22
Logistics III (Bus Driver, Warehouseman, Tool Crib Attendant)	\$12.58
Logistics IV (Buyer, Equipment Accountability Clerk, Instrument Pool, Property Clerk, Property Custodian, Excess Sales Clerk)	\$12.58
Logistics V (Central Distribution Center, Hold Storage, Freight Traffic Clerk, Disposal Warehouseman)	\$13.10
Logistics VI (Rigger/Mover)	\$13.69
Logistics VII (Dockman, Shipper-Freight Traffic, Shipper-Chemical Storage Facility, Computer Specialist)	\$15.29
Logistics VIII (Fuel Distribution, Diesel/Automotive Mechanic)	\$16.70

# PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

## SECTION J - LIST OF ATTACHMENTS

# J.1 DOCUMENT DISTRIBUTION REQUIREMENTS (LeRC 52.227-104) (OCT 1992)

(a) Unless specified elsewhere in this contract, reports and other documentation shall be submitted prepaid to the recipients specified below, addresses as follows:

National Aeronautics and Space Administration Lewis Research Center Attn: Mark W. Manthey, Mail Stop 500-312 21000 Brookpark Road Cleveland, OH 44135

Contract: NAS3-99179

(b) The following list designates the recipients of reports and other documentation which may be required to be delivered to the Lewis Research Center by the Contractor:

		Monthly Technical Narrative Reports	NASA Form <u>533M</u>
1.	Services & Construction Branch MS 500-312	1	1
2.	Financial Management Division MS 500-303		1
3.	Technology Utilization Office MS 7-3	1	
4.	NASA Contracting Officer's Technical Representative MS 21-9	10	2
5.	Institutional Program Support Office MS 500-320	1	1

# J.2 LIST OF ATTACHMENTS

Attachme	ent	Description
A	ağı "	Performance Requirements Summary
В		Lists (2) of Installation-Accountable Government Property
C		Security Clearances
D		NASA DD Form 254 – "Contract Security Classification Specification"
E		Index of Reference Documents
F		Wage Determination No. 94-2416 (Revision 10), Wage Determination No. 91-658 (Revision 6), and the Collective Bargaining Agreement
G		(Reserved)
Н		533 Formats
I		Acronyms
J		(Reserved)
K		Office Space
L		Government Vehicles
M		(Reserved)
N		Burn Rate Analysis
О		Staffing Reports
P		(Reserved)
Q		(Reserved)
R		Logistics & Technical Information Division (LTID) Metrics
S		Example Performance Standards
T		Example Detailed Performance Measurement
U		Sample Forms
V		Instrument Pool Holdings

- W LTID Information Systems
- X (Reserved)
- Y Government-specified Costs Subcontract Supplies & Services

### **SECTION J**

### Attachment A

### Performance Requirements Summary

The Performance Requirements Summary is an outline of the performance standards contained in the Statement of Work. Each performance standard also reflects the value of that performance standard to the entire task (Weight per Task), the minimum Acceptable Quality Level (AQL) for each work requirement and the required Standard Performance Level (SPL).

Definition of these columns is as follows:

WBS No (column 1) is the numbering system which correlates with the Work Breakdown Structure (WBS) task number in Section C, Statement of Work.

Contract Requirements (column 2) represent specific tasks which are performed under the contract. Tasks are detailed to the extent required to define the work to be performed.

Performance Standards (column 3) are associated with each particular contract requirement. Work requirements are specified in terms of the quality of the work, schedule for performance, and the preparation of documentation associated with each task. These standards are directly traceable to the associated subparagraphs (c. Quality standards, d. Schedule, and e. Documentation) within each task of Section C. Performance of general requirements will be evaluated as part of the quality standard in all tasks.

Weight per Task (column 4) indicates the value of each contract requirement as a percentage of the WBS. The percentages are based on judgment, taking into account the detriment to the Government if the work is not performed in a satisfactory manner.

Acceptable Quality Level (AQL) (column 5) is the minimum percentage of quality that will be acceptable for the task. Performance below that level indicates no fee will be paid.

Standard Performance Level (SPL) (column 6) is the performance level required to earn the target fee. Performance above this level will entitle the Contractor to additional fee. The Contractor is responsible for maintaining an effective quality control program to meet this SPL during the course of the contract.

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WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
	,	92%		and Contracting Officer Technical	50%		5%	2.500%	
Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month	92%	83%	reports.  Validation by Contracting Officer and Contracting Officer Technical Representative upon review of the	50%			2.500%	
	Contract Reporting Contract Reporting	Contract Reporting  Contract Reporting  Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)  Contract Reporting  Monthly reports shall not need revision or corrective action to meet the requirements.	Contract Reporting  Contract Reporting  Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)  Contract Reporting  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month	Contract Reporting  Contract Reporting  Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)  Contract Reporting  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month	Contract Reporting  Contract Reporting  Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)  Contract Reporting  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month  Representative upon review of the	Contract Reporting  Contract Reporting  Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)  Contract Reporting  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month)  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month)  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month)  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month)	Contract Reporting  Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month or corrective action to meet the requirements. 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(39/35 out of 42 monthly reports in a six-month  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month)  Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month)	Contract Reporting  Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. (39/35 out of 42 monthly reports in a six-month of the requirements. 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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
	1.0 Logistics			ı <del>.                                    </del>			070/	15%	4.0500/	
3	1.1 Property Management So 1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%		Contractor will monthly perform a random sampling of the data in the NEMS database. TR will review the daily transaction reports.	15%	27%		4.050% 	0.6075%
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor will monthly perform a random sampling of the data in the NEMS database. TR will review the daily transaction reports.	15%				0.6075%
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	98%	Contractor and TR will review the inventory open/close report	20%				0.8100%
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%				0.6075%
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor and TR will perform a random sampling until the Material Tracing System is completed to include disposal.	20%				0.8100%
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%				0.6075%
	1.2 Freight Traffic						19%		2.850%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Manual review.	60%				1.7100%
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Visual daily inspection will be conducted by both the Contractor and the TR.	40%				1.1400%
	1.4 Supply Management						27%		4.050%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor and TR will review NSMS destination transaction screen monthly.	20%				0.8100%
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor and TR will review the shelf life report monthly.	20%				0.8100%
13	1.4 Supply Management	Stock items shall be placed in bin within 16 working hours after material is received at the dock.	95%		Contractor and TR will review the Material Tracking System (MTS) monthly.	20%				0.8100%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 16 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor and TR will review the MTS monthly.	20%				0.8100%
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Contractor will issue a survey to the tool crib managers each month.	20%			». •	0.8100%
	1.5 Transportation Operation						27%		4.050%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%		Contractor and TR will review the MTS report monthly.	10%				0.4050%
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
22		delivered within 10 working hours after receipt at the dock.	95%		Contractor and TR will review the MTS report monthly.	10%				0.4050%
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday.  Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%				0.4050%
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	TR will review the LVMS maintenance due report.	4%				0.1620%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	ı		TR and customers will perform personal observation. TR will review the check lists.	4%				0.1620%
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%		TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%			).	0.0810%
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%				0.4050%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
L	2.0 Imaging Technology							20%		
28	2.0 Imaging Technology	Chemical analysis and mixing average daily data points collected shall be within specifications.	95%	90%	Contractor will perform daily audits of chemical analysis logs. TR will perform weekly audits of chemical analysis logs.	10%			2.000%	
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile average the score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	20%			4.000%	
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%			4.000%	
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	PIMS On-Time Percentage Report	15%			3.000%	
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%			3.000%	
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order.	95%	90%	Contractor will perform a weekly review of PIMS closed work order file. TR will perform a monthly review of the file.	20%			4.000%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
	3.0 Publishing							20%		
	3.1 Scientific and Technical	l Publishing					75%		15.000%	
34	3.1 Scientific and Technical Publishing	Final scientific and technical publishing products shall contain no contractor-induced errors.	98%	95%	TR will perform a random sampling of printed jobs.	30%				4.5000%
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor and TR review the PIMS report.	30%			<b>3.</b>	4.5000%
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Date the report is provided to the TR.	15%				2.2500%
37	3.1.1 Coordination	Statistical reports shall contain no contractor- induced errors	98%	95%	Contractor and TR will review data records entered for the month.	5%				0.7500%
38	3.1.1 Coordination	Data records shall contain no contractor-induced errors	95%	93%	Contractor and TR will review data records entered for the month.	5%			-	0.7500%
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor and TR will review the GLTRS.	15%				2.2500%
	3.2 Duplicating						25%		5.000%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor and TR will review the reports.	5%				0.2500%
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor and TR review the printing management database report.	30%				1.5000%
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	TR performs a random sampling.	25%				1.2500%
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	TR performs a random sampling.	10%				0.5000%
44	3.2.3 Government Printing Office (GPO) Support	GPO printing jobs shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor and TR review the printing management database report.	10%				0.5000%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	ļ	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%				0.2500%
46	3.2.4 Copier Management	Copier placement shall meet or be adjusted within the following month to match volume bands with usage requirements.	95%	90%	TR to review copier management reports.	15%			ž.	0.7500%

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#	WBS	Definition of Performance Standard	SPL	AQL.	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
	4.0 Metrology Services		<u> </u>					20%		<b></b>
	4.1 Calibration						85%		17.000%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	10%			V.	1.7000%
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards.	95%	90%	Contractor will review monthly reports summarizing all quality control inspection results. TR will monitor inspections randomly.	20%				3.4000%
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%		Contractor and TR will evaluate data from the production summary report.	15%				2.5500%
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor and TR will evaluate data from the production summary report.	25%				4.2500%
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	15%				2.5500%
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor and TR will perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%				2.5500%
	4.2 Instrument Pool						15%		3.000%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%		Contractor and TR will perform a random sampling of database records.	25%				0.7500%
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	15%				0.4500%
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	20%				0.6000%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of	Weight Within	Weight Within	Sub-Task	Weight Within Sub-
						Standard	Task	Contract	Level	Task
	4.0 Metrology Services							20%		
	4.1 Calibration						85%		17.000%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	10%			, %.	1.7000%
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards.	95%	90%	Contractor will review monthly reports summarizing all quality control inspection results. TR will monitor inspections randomly.	20%				3.4000%
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor and TR will evaluate data from the production summary report.	15%				2.5500%
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor and TR will evaluate data from the production summary report.	25%				4.2500%
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	15%				2.5500%
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor and TR will perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%				2.5500%
	4.2 Instrument Pool						15%		3.000%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%		Contractor and TR will perform a random sampling of database records.	25%				0.7500%
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	15%				0.4500%
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	20%				0.6000%

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#	WBS	Definition of Performance Standard	SPL	AQL.	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
56		Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)			Contractor will review daily sign in sheet for the instrument pool. TR will perform random sampling of the sign in sheets.	15%				0.4500%
57		Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%		TR will verify at least weekly that all equipment on the list meets the availability requirements.	25%			).	0.7500%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
58	5.0 Library Services 5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor and TR will review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		10%	1.200%	
59	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection within 4 working days after receipt and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor and TR observation of carts as well as shelf reading and shelflist sampling.	10%			1.000%	
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor and TR will perform random sampling of orders.	12%			1.200%	
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor and TR will perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%			1.000%	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor and TR will perform observation of the cart.	10%			1.000%	
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%		Contractor and TR will perform a semi-annual survey of subscribers (A-L; M-Z); and sample document on the carts.	10%			1.000%	
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%			1.000%	
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	TR will verify each event.	14%			1.400%	

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,	#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
6	66		Networks shall be fully operational for access by customers and library staff.	95%		Contractor reports availability. TR will perform a sample verification.	12%			1.200%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
	6.0 Administrative Support							5%		
67		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		15.14%		0.757%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		7.95%		0.397%	
	6.4 Organization Development						11.14%	İ	0.557%	
70	6.4.1 Learning Center	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will comple the average score of customer evaluations. Individual surveys will be available for review by Contractor and TR.	75%				0.4178%
71	6.4.1 Learning Center	Adverse complaints shall not exceed 6 in the sixmonth period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor will maintain complaints. TR will verify.	25%				0.1393%
	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		6.01%		0.300%	
73		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		26.61%		1.331%	
	Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.67%		0.183%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.43%		0.121%	
	6.9 (Reserved)						0.00%		0.000%	
76	6.10 Space Program Plan Development Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		7.01%		0.351%	
	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		13.66%		0.683%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.44%		0.122%	
	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a sixmonth period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.95%		0.197%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
	7.0 Clerical Support					1		5%		†
80		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.60%		0.030%	
81		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		1.97%		0.099%	
	Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		1.95%		0.097%	
83		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.56%		0.028%	
	7.6 (Reserved)						0.00%		0.000%	
84	Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.85%		0.043%	
	7.8 (Reserved)						0.00%		0.000%	
	7.9 (Reserved)						0.00%		0.000%	
	and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.25%		0.112%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		7.72%		0.386%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	1	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.40%		0.170%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		9.93%		0.497%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		4.36%		0.218%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		22.28%		1.114%	
91	7.16 6100/Space Communicatios Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.06%		0.153%	
92	7.17 6500/Space Transportation Project Office (Reserved)						0.00%		0.000%	·

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub- Task
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.37%		0.119%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.37%		0.019%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	Ì	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.70%		0.035%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.85%		0.043%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		4.19%		0.210%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.89%		0.044%	
								100%	100%	

REGISTER OF WAGE DETERMINATION UNDER THE SERVICE CONTRACT ACT

By direction of the Secretary of Labor

Wage Determinations

U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION Washington, D.C. 20210

Wage Determination No.: 94-2416

Revision No.: 10

Date of Last Revision: 10/26/1998

State(s): Ohio

Areas: Ohio COUNTIES OF Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Wayne

\*\* Fringe Benefits Required For All Occupations Included In This Wage Determination Follow The Occupational Listing \*\*

#### OCCUPATION CODE AND TITLE

### MINIMUM HOURLY WAGE

### Administrative Support and Clerical Occupations:

01011 Accounting Clerk I 01012 Accounting Clerk II 01013 Accounting Clerk III	\$ 7.63 \$ 9.72 \$ 11.42
01014 Accounting Clerk IV	\$ 13.97
01030 Court Reporter	\$ 12.72
01050 Dispatcher, Motor Vehicle	\$ 12.72
01060 Document Preparation Clerk	\$ 10.59
01070 Messenger (Courier)	\$ 7.25
01090 Duplicating Machine Operator	\$ 10.59
01110 Film/Tape Librarian	\$ 10.12
01115 General Clerk I	\$ 7.25
01116 General Clerk II	\$ 8.24
01117 General Clerk III	\$ 10.59
01118 General Clerk IV	\$ 11.79
01120 Housing Referral Assistant	\$ 14.65
01131 Key Entry Operator I	\$ 7.80
01132 Key Entry Operator II	\$ 9.36
01191 Order Clerk I	\$ 8.31
01192 Order Clerk II	\$ 9.87
01261 Personnel Assistant (Employment) I	\$ 9.51
01262 Personnel Assistant (Employment) II	\$ 10.69
01263 Personnel Assistant (Employment) III	\$ 12.54
01264 Personnel Assistant (Employment) IV	\$ 14.65
01270 Production Control Clerk	\$ 14.65
01290 Rental Clerk	\$ 10.12
01300 Scheduler, Maintenance	\$ 10.12
01311 Secretary I	\$ 10.12
01312 Secretary II	\$ 12.54
01313 Secretary III	\$ 14.65
01314 Secretary IV	\$ 16.00
01315 Secretary V	\$ 18.69
01320 Service Order Dispatcher	\$ 10.12
01341 Stenographer I	\$ 9.01
01342 Stenographer II	\$ 10.12
01400 Supply Technician	\$ 16.00
01420 Survey Worker (Interviewer)	\$ 12.54
01460 Switchboard Operator-Receptionist	\$ 8.72
01510 Test Examiner	\$ 12.54
01520 Test Proctor	\$ 12.54

WAGE DETERMINATION NO.:94-2416 (Rev.10) ISSUE DATE:10/26/1998	Page 2
01531 Travel Clerk I	\$ 8.14
01532 Travel Clerk II	\$ 8.72
01533 Travel Clerk III 01611 Word Processor I	\$ 9.37
01612 Word Processor II	\$ 9.19
01613 Word Processor III	\$ 13.08 \$ 14.26
	\$ 14.26
Automatic Data Processing Occupations:	
03010 Computer Data Librarian	\$ 9.05
03041 Computer Operator I	\$ 8.78
03042 Computer Operator II 03043 Computer Operator III	\$ 11.55
03044 Computer Operator IV	\$ 13.68
03045 Computer Operator V	\$ 16.35 \$ 18.12
03071 Computer Programmer I 1/	\$ 13.69
03072 Computer Programmer II 1/	\$ 15.30
03073 Computer Programmer III 1/	\$ 19.42
03074 Computer Programmer IV 1/	\$ 23.06
03101 Computer Systems Analyst I 1/	\$ 19.80
03102 Computer Systems Analyst II 1/	\$ 22.69
03103 Computer Systems Analyst III 1/	\$ 26.86
03160 Peripheral Equipment Operator	\$ 9.31
Automotive Service Occupations:	
05005 Automobile Body Repairer, Fiberglass	\$ 18.71
05010 Automotive Glass Installer	\$ 17.41
05040 Automotive Worker	\$ 17.41
05070 Electrician, Automotive	\$ 18.10
05100 Mobile Equipment Servicer	\$ 15.89
05130 Motor Equipment Metal Mechanic 05160 Motor Equipment Metal Worker	\$ 18.71
05190 Motor Vehicle Mechanic	\$ 17.41 \$ 18.71
05220 Motor Vehicle Mechanic Helper	\$ 15.18
05250 Motor Vehicle Upholstery Worker	\$ 16.63
05280 Motor Vehicle Wrecker	\$ 17.41
05310 Painter, Automotive	\$ 18.10
05340 Radiator Repair Specialist	\$ 17.41
05370 Tire Repairer	\$ 15.89
05400 Transmission Repair Specialist	\$ 18.71
Food Preparation and Service Occupations:	
07010 Baker	\$ 11.08
07041 Cook I	\$ 10.11
07042 Cook II	\$ 11.08
07070 Dishwasher	\$ 7.97
07100 Food Service Worker (Cafeteria Worker)	\$ 7.97
07130 Meat Cutter	\$ 11.08
07250 Waiter/Waitress	\$ 8.54
Furniture Maintenance and Repair Occupations:	
09010 Electrostatic Spray Painter	\$ 18.10
09040 Furniture Handler	\$ 13.42
09070 Furniture Refinisher	\$ 18.10
09100 Furniture Refinisher Helper	\$ 15.18
09110 Furniture Repairer, Minor 09130 Upholsterer	\$ 16.63
	\$ 18.10

General Service and Support Occupations:

WAGE DETERMINATION NO.:94-2416 (Rev.10) ISSUE DATE:10/26/1998	Page 3
11030 Cleaner, Vehicles	\$ 7.97
11060 Elevator Operator	\$ 7.97
11090 Gardener	\$ 10.11
11121 Housekeeping Aide I	\$ 7.97
11122 Housekeeping Aide II	\$ 8.42
11150 Janitor and the second s	\$ 7.97
11210 Laborer, Grounds Maintenance	\$ 8.54
11240 Maid or Houseman	\$ 7.41
11270 Pest Controller	\$ 10.58
11300 Refuse Collector 2/	\$ 7.97
11330 Tractor Operator 11360 Window Cleaner	\$ 9.66 \$ 8.54
11360 WINDOW Cleaner	. 0.34
Health Occupations:	
12020 Dental Assistant	\$ 13.40
12040 Emergency Medical Technician/Paramedic Ambulance Driver	
12071 Licensed Practical Nurse I	\$ 8.03
12072 Licensed Practical Nurse II	\$ 9.02
12073 Licensed Practical Nurse III	\$ 10.09
12100 Medical Assistant	\$ 9.02
12130 Medical Laboratory Technician	\$ 9.02
12160 Medical Record Clerk	\$ 9.02 \$ 12.49
12190 Medical Record Technician 12221 Nursing Assistant I	\$ 12.49 \$ 6.55
12221 Nursing Assistant II	\$ 7.36
12222 Nursing Assistant III	\$ 8.03
12224 Nursing Assistant IV	\$ 9.02
12250 Pharmacy Technician	\$ 11.24
12280 Phlebotomist	\$ 9.02
12311 Registered Nurse I	\$ 12.49
12312 Registered Nurse II	\$ 15.28
12313 Registered Nurse II, Specialist	\$ 15.28
12314 Registered Nurse III	\$ 18.49
12315 Registered Nurse III, Anesthetist	\$ 18.49
12316 Registered Nurse IV	\$ 22.16
Information and Arts Occupations:	
13002 Audiovisual Librarian	\$ 16.00
13011 Exhibits Specialist I	\$ 14.70
13012 Exhibits Specialist II	\$ 17.10
13013 Exhibits Specialist III	\$ 19.71
13041 Illustrator I	\$ 14.70
13042 Illustrator II	\$ 17.10
13043 Illustrator III	\$ 19.71
13047 Librarian	\$ 18.69 \$ 12.54
13050 Library Technician	\$ 11.63
13071 Photographer I 13072 Photographer II	\$ 14.70
13073 Photographer III	\$ 17.10
13074 Photographer IV	\$ 19.71
13075 Photographer V	\$ 22.97
Laundry, Drycleaning, Pressing and Related Occups:	
15010 Assembler	\$ 6.50
15010 Assembler 15030 Counter Attendant	\$ 6.50
15040 Dry Cleaner	\$ 8.29
15070 Finisher, Flatwork, Machine	\$ 6.50
15090 Presser, Hand	\$ 6.50
15100 Presser, Machine, Drycleaning	\$ 6.50
15130 Presser, Machine, Shirts	\$ 6.50

WAGE DETERMINATION NO.:94-2416 (Rev.10) ISSUE DATE:10/26/1998	Page 4
15160 Presser, Machine, Wearing Apparel, Laundry 15190 Sewing Machine Operator 15220 Tailor	\$ 6.50 \$ 8.89 \$ 9.49
15250 Washer, Machine	\$ 7.10
Machine Tool Operation and Repair Occupations:	
19010 Machine-Tool Operator (Toolroom)	¢ 20 70
19040 Tool and Die Maker	\$ 20.70
Materials Handling and Packing Occupations:	
21010 Fuel Distribution System Operator 21020 Material Coordinator 21030 Material Expediter 21040 Material Handling Laborer 21050 Order Filler	\$ 15.89 \$ 13.08 \$ 13.08 \$ 10.96 \$ 10.65
21071 Forklift Operator 21080 Production Line Worker (Food Processing) 21100 Shipping/Receiving Clerk 21130 Shipping Packer 21140 Store Worker I	\$ 12.75 \$ 11.94 \$ 11.65 \$ 11.65 \$ 10.90
21150 Stock Clerk (Shelf Stocker; Store Worker II) 21210 Tools and Parts Attendant 21400 Warehouse Specialist	\$ 13.27 \$ 13.74 \$ 11.94
Mechanics and Maintenance and Repair Occupations:	
23010 Aircraft Mechanic 23040 Aircraft Mechanic Helper 23050 Aircraft Quality Control Inspector 23060 Aircraft Servicer 23070 Aircraft Worker 23100 Appliance Mechanic 23120 Bicycle Repairer 23125 Cable Splicer 23130 Carpenter, Maintenance 23140 Carper Layer 23160 Electrician, Maintenance I	\$ 18.71 \$ 15.18 \$ 19.39 \$ 16.63 \$ 17.41 \$ 18.10 \$ 15.89 \$ 18.71 \$ 18.10 \$ 17.41 \$ 20.96 \$ 13.00
23182 Electronics Technician, Maintenance II 23183 Electronics Technician, Maintenance III 23260 Fabric Worker 23290 Fire Alarm System Mechanic 23310 Fire Extinguisher Repairer 23340 Fuel Distribution System Mechanic	\$ 16.58 \$ 21.52 \$ 16.63 \$ 18.71 \$ 15.89 \$ 15.71
23370 General Maintenance Worker 23400 Heating, Refrigeration and Air-Conditioning Mechanic 23430 Heavy Equipment Mechanic 23440 Heavy Equipment Operator 23460 Instrument Mechanic 23470 Laborer	\$ 17.41 \$ 18.71 \$ 18.71 \$ 18.71 \$ 18.71 \$ 12.63
23500 Locksmith 23530 Machinery Maintenance Mechanic 23550 Machinist, Maintenance 23580 Maintenance Trades Helper 23640 Millwright 23700 Office Appliance Repairer 23740 Painter, Aircraft 23760 Painter, Maintenance	\$ 18.10 \$ 20.05 \$ 18.64 \$ 15.18 \$ 18.71 \$ 18.10 \$ 18.10
23790 Pipefitter, Maintenance 23800 Plumber, Maintenance 23820 Pneudraulic Systems Mechanic	\$ 21.88 \$ 18.10 \$ 18.71

WAGE DETERMINATION NO.:94-2416 (Rev.10) ISSUE DATE:10/26/1998	Page 5
23850 Rigger 23870 Scale Mechanic 23890 Sheet-Metal Worker, Maintenance 23910 Small Engine Mechanic 23930 Telecommunications Mechanic I 23931 Telecommunications Mechanic II 23950 Telephone Lineman 23960 Welder, Combination, Maintenance 23965 Well Driller 23970 Woodcraft Worker 23980 Woodworker	\$ 18.71 \$ 17.41 \$ 18.71 \$ 17.41 \$ 18.71 \$ 19.38 \$ 18.71 \$ 18.71 \$ 18.71 \$ 18.71 \$ 18.71
Personal Needs Occupations:	
24570 Child Care Attendant 24580 Child Care Center Clerk 24600 Chore Aide 24630 Homemaker	\$ 9.79 \$ 12.21 \$ 7.41 \$ 13.57
Plant and System Operation Occupations:	
25010 Boiler Tender 25040 Sewage Plant Operator 25070 Stationary Engineer 25190 Ventilation Equipment Tender 25210 Water Treatment Plant Operator	\$ 18.71 \$ 18.10 \$ 18.71 \$ 15.89 \$ 18.10
Protective Service Occupations:	
27004 Alarm Monitor 27006 Corrections Officer 27010 Court Security Officer 27040 Detention Officer 27070 Firefighter 27101 Guard I 27102 Guard II 27130 Police Officer	\$ 11.32 \$ 14.38 \$ 14.70 \$ 14.38 \$ 14.85 \$ 6.55 \$ 11.32 \$ 17.60
Stevedoring/Longshoremen Occupational Services:	
28010 Blocker and Bracer 28020 Hatch Tender 28030 Line Handler 28040 Stevedore I 28050 Stevedore II	\$ 13.70 \$ 13.70 \$ 13.70 \$ 13.08 \$ 14.24
Technical Occupations:	
29010 Air Traffic Control Specialist, Center 3/ 29011 Air Traffic Control Specialist, Station 3/ 29012 Air Traffic Control Specialist, Terminal 3/ 29023 Archeological Technician I 29024 Archeological Technician II 29025 Archeological Technician III 29030 Cartographic Technician 29035 Computer Based Training (CBT) Specialist/Instructor 29040 Civil Engineering Technician 29061 Drafter I 29062 Drafter II 29063 Drafter III 29064 Drafter IV 29081 Engineering Technician II	\$ 24.05 \$ 16.58 \$ 18.26 \$ 8.77 \$ 9.82 \$ 12.15 \$ 17.15 \$ 19.80 \$ 17.15 \$ 9.52 \$ 11.63 \$ 14.70 \$ 18.73 \$ 11.92 \$ 13.39

WAGE DE	TERMINATION NO.:94-2416 (Rev.10) ISSUE DATE:10/26/1998	Page 6
		_
29083	Engineering Technician III	\$ 15.48
	Engineering Technician IV	\$ 18.00
	Engineering Technician V	\$ 21.65
	Engineering Technician VI	\$ 25.52
	Environmental Technician	\$ 16.35
	Flight Simulator/Instructor (Pilot)	\$ 22.39
	Graphic Artist	\$ 19.80
	Instructor	\$ 18.42
	Laboratory Technician	\$ 13.68
	Mathematical Technician	\$ 18.00
29361	Paralegal/Legal Assistant I	\$ 12.54
	Paralegal/Legal Assistant II	\$ 16.00
29363	Paralegal/Legal Assistant III	\$ 19.58
	Paralegal/Legal Assistant IV	\$ 23.68
	Photooptics Technician	\$ 18.00
	Technical Writer	\$ 19.97
	Unexploded Ordnance Technician I	\$ 15.28
29492	Unexploded Ordnance Technician II	\$ 18.49
	Unexploded Ordnance Technician III	\$ 22.16
	Unexploded Safety Escort	\$ 15.28
29495	Unexploded Sweep Personnel	\$ 15.28
29620	Weather Observer, Senior 4/	\$ 16.35
	Weather Observer, Combined Upper Air & Surface Programs 4/ Weather Observer, Upper Air 4/	\$ 13.68 \$ 13.68
29022	weather Observer, opper Air 4/	\$ 13.00
Transpo	ortation/Mobile Equipment Operation Occups:	
	Bus Driver	\$ 13.57
	Parking and Lot Attendant	\$ 7.59 \$ 9.63 \$ 9.20
	Shuttle Bus Driver	\$ 9.63
	Taxi Driver	\$ 9.20
	Truckdriver, Light Truck	\$ 9.63 \$ 13.57
	Truckdriver, Medium Truck	\$ 13.57
	Truckdriver, Heavy Truck Truckdriver, Tractor-Trailer	\$ 14.16
31364	ifuckdriver, ifactor-framer	\$ 17.20
Miscel	laneous Occupations:	
99020	Animal Caretaker	\$ 9.10
	Cashier	\$ 8.00
	Carnival Equipment Operator	\$ 9.66
	Carnival Equipment Repairer	\$ 10.11
	Carnival Worker	\$ 7.97
	Desk Clerk	\$ 9.79
	Embalmer	\$ 18.55
	Lifeguard	\$ 8.72
	Mortician	\$ 16.22
	Park Attendant (Aide)  Photo-fining Wanker (Photo-Lab Tagh Darkroom Tagh)	\$ 10.96 \$ 8.72
	Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	\$ 13.57
	Recreation Specialist Recycling Worker	\$ 9.66
	Sales Clerk	\$ 8.72
	School Crossing Guard (Crosswalk Attendant)	\$ 8.72 \$ 7.97
	Sports Official	\$ 8.72
22000		
99659	Survey Party Chief (Chief of Party)	\$ 14.04
	Survey Party Chief (Chief of Party) Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	\$ 14.04 \$ 12.60
99660	Survey Party Chief (Chief of Party) Surveying Technician (Instr. Person/Surveyor Asst./Instr.) Surveying Aide	\$ 14.04 \$ 12.60 \$ 7.99
99660 99690	Survey Party Chief (Chief of Party) Surveying Technician (Instr. Person/Surveyor Asst./Instr.) Surveying Aide Swimming Pool Operator	\$ 14.04 \$ 12.60 \$ 7.99 \$ 11.08
99660 99690 99720	Survey Party Chief (Chief of Party) Surveying Technician (Instr. Person/Surveyor Asst./Instr.) Surveying Aide Swimming Pool Operator Vending Machine Attendant	\$ 14.04 \$ 12.60 \$ 7.99
99660 99690 99720 99730	Survey Party Chief (Chief of Party) Surveying Technician (Instr. Person/Surveyor Asst./Instr.) Surveying Aide Swimming Pool Operator	\$ 14.04 \$ 12.60 \$ 7.99 \$ 11.08 \$ 9.66

### \*\* Fringe Benefits Required For All Occupations Included In This Wage Determination \*\*

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employess employed on the contract.

VACATION: Two weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years; 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractor in the performance of similar work at the same Federal facility. (Reg. 4.173)

HOLIDAYS: Minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

- 1/ Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See 29 CFR 4.156)
- Rates for this class are not applicable in Cuyahoga County, see Wage Determination 66-0048.
- APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- WEATHER OBSERVERS NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employee (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday preium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

### \*\* UNIFORM ALLOWANCE \*\*

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by

the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$4.25 per week (or \$.85 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

### \*\* NOTES APPLYING TO THIS WAGE DETERMINATION \*\*

Source of Occupational Titles and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Second Supplement, dated August 1995, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

### Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a

separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

REGISTER OF WAGE DETERMINATION UNDER THE SERVICE CONTRACT ACT

By direction of the Secretary of Labor

Wage Determinations

U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION Washington, D.C. 20210

Wage Determination No.: 91-0658

Revision No.: 06

Date of Last Revision: 01/28/1999

State(s): Ohio

Areas: Ohio COUNTIES OF Cuyahoga

\*\* Fringe Benefits Required For All Occupations Included In This Wage Determination Follow The Occupational Listing \*\*

### OCCUPATION CODE AND TITLE

MINIMUM HOURLY WAGE

Employed on NASA Contracts for Logistics, Technical Information and Publishing, and Administrative and Clerical services at Lewis Research Center in the above Locality:

In accordance with Section 2(a) and 4(c) of the Service Contract Act, as amended, employees employed by the contractor in performing the above services and covered by the collective bargaining agreement(s) between Cortez III Services Corportaion and International Brotherhood of Teamsters Local 293 are to be paid wage rates and fringe benefits set forth in the bargaining agreement(s), effective August 4, 1998 through April 24, 2001.

### SECTION J

### Attachment L

### Government Vehicles

The following vehicles are available to the Contractor for use under this contract. All of these vehicles are expected to last the life of the contract. If, however, they should break down and it is deemed not to be in the best interest of the Government to repair them, they shall be excessed. The Government will then be responsible for their replacement. [The Contractor is expected to replace the vehicles, but the Government may choose to replace them if it is determined that doing so would be substantially less expensive.]

Availability of these vehicles does not necessitate Contractor use. Should the Contractor elect not to use these vehicles in performance of this contract, identify the Contractor vehicles that will be used to perform these and all other tasks.

Some vehicles available under the previous contract are not available under this contract.

	Task 1.3.1.2 Taxi Se	rvice ana Hanaicappea Transportation	venicles
<u>Number</u>	<u>Type</u>	Description/Condition	Expected Life*
NA-3315	Truck, Vanette (Wheelchair Van)	Specialty vehicle used as primary van and for other miscellaneous purposes also.	5 years

<sup>\*</sup>Expected life (based on past history)

Task 1.5.1.3 Airport Courier Vehicle			
Number	Type	Description/Condition	Expected Life*
NA-3192	Truck, Vanette	New vehicle specifically converted	5 years
or GSA Lease		for courier use.	
*Expected life	(based on past history	<b>/</b> )	

Task 1.5.2 Dry Cargo Vehicles			
<u>Number</u>	<u>Type</u>	Description/Condition	Expected Life*
NA-3188	Truck, Van body	Body in good shape with new	<del>-5-6-years</del>
		<del>lift gate</del>	
NA-3185	Truck, Van body	Good condition, body just repaired and painted and new lift gate installed. Box and chassis in good condition	5 years
NA-3974	Truck, Van body	Fair condition. Has had a new engine and rebuilt transmission and lift gate installed in the last two years.	5 years

Good condition, low mileage,

15 years

NA-3199

Truck, Van body

Section J Attachment L

just purchased off lease

\*Expected life (based on past history)

[Task 4.0 Metrology Vehicles

Number Type Description/Condition Expected

Life\*

NA-3188 Truck, Van body Body in good shape with new 5-6 years

Left gate

<sup>\*</sup>Expected life (based on past history)]

# **Detailed Performance Evaluation**

# WORKLOAD

Actual Monthly - Center actual workload data

Estimated Monthly - Average estimated monthly workload

AQL - From PRS
[SPL - From PRS]

# **CONTRACTOR INFORMATION**

Represents Contractor's self-evaluation of their performance.

# Original Data

Represents the RAW data as it was evaluated.

<u>Sample size</u> - Determined between TR and Contractor. Usually remains consistent. Represents the number of items the Contractor will use for the self-evaluation. Contractor shall maintain exact sample size for TR evaluation.

Pass - Number of items that passed the evaluation.

<u>Fail</u> - Number is calculated for those items that did not pass the evaluation.

## Adjusted Data

Represents the Contractor's justifiable changes to the raw data that was evaluated. Changes represent only those items that are out of the Contractor's control.

Adjusted Pass - Number of changes made to the passed original data.

<u>Comments</u> - Contractor's justification for the change.

Pass - Adjustment calculated.

<u>Fail</u> - Adjustment calculated.

<u>Self-assessment</u> - Calculated based on the Contractor's assessment of their own performance.

# COTR/TR

The TR will substantiate the Contractor's self-evaluation process by performing A and B below:

- A. The TR will review and discuss with the Contractor the Contractor's adjusted pass and comments to assure the TR is in agreement.
- B. The TR will use any one of the following methods:
  - 1. Review all of the same "samples" the Contractor reviewed.
  - 2. Review a different selection.
  - 3. Review a portion of the samples.
  - 4. Review a portion of the sample size and other selections.
  - 5. Review all of the samples and additional selections.

Adjusted Pass - The TR enters their adjustments (plus or minus).

Comments - TR enters reason for adjustment.

# **SCORE**

<u>Pass and Fail</u> - Calculated based on changes the TR made to the Contractor's evaluation.

Final Assessment - Calculated score based on the number of items passed and the AQL.

Adjective - Calculated adjective rating to put final assessment score into perspective based on AQL [and SPL.]

			Wo	rkload					tracto	r Infor	mati	on		CO	R/TR		-	Score		Weight
			1			Orig	inal C	ata		Adj	istec	Dat	a							
		Actual Monthly	Estimated Monthly	AQ1.	SPL	Sample Size	Pass	Eall	Adjusted Pass	Comments	Pass	Fall	Self Assessment	Adjusted Pass	Comments	Pass	Fail	Final Assessment	Adjective	
ИG	irology																			
	User Evaluations	68	50	65%	75%	G8	62			Click	68	0	100.0%	<b></b>	Click	68	0	100.0%	+	5%
	Quality Assurance Inspections	24	30	90%	95%	24	24		°	Click	24	0	100.0%		Click	24		100.0%	4	15%
	Acceptance Testing Priority Code "A"	67	130	80%	90%	67	33	34	20	Click	53	14	79.1%	10	Click	63	Λ	94.0%	+	15%
	General Calibration Priority Code "B"	32	20	75%	85%	32	16	16		Click	16	16	50.0%		Click	16	16	50.0%	-	10%
	General Calibration Priority Code "C"	40	25	80%	90%	40	32	8		Click	32	8	80.0%		Click	32	8	80.0%	.FIS-JOA	10%
••••	General Calibration Priority Code "D"	391	320	80%	90%	391	311	80		Click	311	80	79.5%		Click	311	80	79.5%		10%
	General Calibration Priority Code "E"	22	15	85%	100%		21	1		Click	21	1	95.5%		Click	21	1	95.5%	AOL-SPL	10%
	Completed work orders	22	15	80%	90%	22 22	21	1	*	Click	21	1	95.5%		Click	21		95.5%	AOI,-SPL	4%
•••••	Input orders	22	15	93%	98%	22	21	1		Click	21	1	95.5%		Click	21	1	95.5%	AGL-SPL	5%
0	User Evaluation Sent	22	15	93%	98%	22	21	1		Click	21	1	95.5%		Click	21	·····i	95.5%	AQL-SPL	4%
1	Weekly chargeback reports	22	15	93%	98%	22	21	1		Click	21	1	95.5%		Click	21	1	95.5%	AQL-SI'L	4%
?	Mandatory rocall notices	22	15	93%	98%	22	21	1	**********	Click	21	1	95.5%		Click	21	1	95.5%	AQL-SPL	4%
	Production Report	22	15	93%	98%	22	21	1		Click	21	1	95.5%		Click	21	1	95.5%	AQL-SIL	4%

E x a m p l e - Hypothetical data

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B. A new Performance Requirements Summary (1 page) is incorporated into and is made a part of this Modification and shall apply to the performance evaluation period commencing May 1, 2000. The Performance Requirements Summary appearing as page J-A-2 of the contract is considered to have expired on April 30, 2000.

Page 2

C. The document entitled MOC-1 Performance Standards (15 pages) is incorporated into and are a part of this Modification and is effective May 1, 2000. The MOC-1 Performance Standards, which were incorporated into the contract by Modification 7, are considered to have expired on April 30, 2000.

(End of Text)

		Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING		5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS		15%	13.989% 93.26%	12.336% 82.24%
2.0 IMAGING TECHNOLOGY CENTER		20%	18.400% 92.00%	16.800% 84.00%
3.0 PUBLISHING		20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES		20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES		10%	8.716% 87.16%	
6.0 ADMINISTRATIVE SUPPORT		5%	4.000% 80.00%	
7.0 CLERICAL SUPPORT	٤	5%	4.000% 80.01%	1
	TOTALS	100%	90.846%	81.246%

	·	Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)		25%	22.705% 90.82%	19.804% 79.22%
TASK GROUP 1 (WBS 2, 3, & 4)		60%	55.542% 92.57%	51.292% 85.49%
TASK GROUP 1 (WBS 6 & 7)		10%	8.000% 80.00%	6.000% 60.00%
CONTRACT REPORTING		5%	4.600% 92.00%	4.150% 83.00%
	TOTALS	100%	90.846%	81.246%

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%		Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

#	WBS	Definition of Performance Standard	SPL.	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics						070/	15%
	1.1 Property Management Se	rvices					27%	
3		NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%		Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%		Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%		Contractor shall review the inventory open/close report	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%	i i	
	1.2 Freight Traffic	à à					19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	60%		į
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	40%		
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%		Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
15		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operation						27%	
16		Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17		Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18		Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22		Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	. 4%		

*	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
,	2.0 Imaging Technology							20%
28	2.0 Imaging Technology	Chemical analysis and mixing average daily data points collected shall be within specifications.	95%	90%	TR will perform weekly audits of chemical analysis logs.	10%		
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order.	95%	90%	Contractor shall perform a weekly review of PIMS closed work order file.	20%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical	Publishing					75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%		TR will perform a review of 35 percent of all jobs.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%	<del></del>	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services						0501	20%
	4.1 Calibration		000/	000/	50.40		85%	<del> </del>
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%		
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six month period.)		60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%		Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services 5.1 Circulation	Charging material shall be done in Galaxie	92%	80%	Contractor shall review circulation			10%
58	5.1 Circulation	when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	32.70	0076	transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
59	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection within 4 working days after receipt and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	6%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	4%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi- annual survey of subscribers (A- L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	14%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	12%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		21.29%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.74%	
	6.4 Organization Developmen	t and Training Support					6.19%	
70	6.4.1 Learning Center and 6.4.4 Administrataive Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrataive Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.41%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.89%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.09%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score.* (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.41%	
76	6.10 Space Program Plan Development Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.86%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		16.73%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.34%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction, Individual surveys will be available for review.		7.07%	
							100%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	7.0 Clerical Support 7.2 0100/Office of the	Customer surveys, on a scale of 1 through 5,	80%	60%	PIMS will compile the average			5%
80	Director	shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)		0078	score of customer satisfaction. Individual surveys will be available for review.		0.60%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.95%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
	7.6 (Reserved)						0.00%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.91%	
	7.8 (Reserved)		-				0.00%	
	7.9 (Reserved)			<del></del>			0.00%	<u> </u>
85	7.10 0210/Resources Analysis and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.23%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)		60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.65%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)		60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.46%	

May 1, 2000

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		9.84%	
89	Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.07%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.77%	
91	7.16 6100/Space Communicatios Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.03%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.92%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.53%	
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.87%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
96	Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.77%	
97	Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.94%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.60%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.91%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	}	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.35%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)		60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.37%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.04%	



#	WBS	Definition of Performance Standard	SPL	AQL.	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.85%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.60%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.87%	
								100%

AMENDMENT OF SOLICITATION/M JEICATION OF CONTRACT 1. C/ RACT ID CODE PAGE 1 of 8											
2. AMEN	DMENT/MODIFICATION NO.		TIVE DATE		4. REQUISITI			Ю.	5. PRO	JECT N	O. (If applicable)
	12		April 30, 20		T= 151000	N/,			<u></u>		
Attn: M Service 21000	D BY Lewis Research Center Marc , Hudson es and Construction Branc Brookpark Road, Mail Sto and, OH 44135-3191	<b>:</b> h	<u> </u>	0616/MH	7. ADMINIS	SIEKEL	JBY (If oth	er than I	tem 6)	COD	E[
	AND ADDRESS OF CONTRAC	TOR (No., s	street, county	, State and Z	ip Code)		9A. AMEN	NDMENT	OF SOL	ICITAT	ION NO.
	e, Inc. Brookpark Road, M.S. 21- and, OH 44135-3191	-10					9B. DATE	IFICATION	ON OF C	ONTRA -99179	.CT/ORDER NO.
CODE (E	RX) (34)	FACII	LITY CODE				}	N	lovemb	er 1, 1	999
CODE (	37, (04)			PPLIES TO	AMENDMENT	S OF SO	OLICITATION	ONS			<del></del>
Offers mu (a) By con (c) By sep RECEIVE OFFER, I makes ref	bove numbered solicitation is ame st acknowledge receipt of this ame apleting Items 8 and 15, and returning arate letter or telegram which include AT THE PLACE DESIGNATED If by virtue of this amendment you deterence to the solicitation and this a DUNTING AND APPROPRIATIO	ndment prior ingcop des a referer FOR THE Ri esire to chai mendment, a	r to the hour a pies of the am nce to the soli ECEIPT OF O nge an offer a and is receive	and date specificendment; (b) licitation and are FFERS PRIOI Bready submitt	ied in the solicit By acknowledgi mendment numi R TO THE HOU ed, such change	tation or ng receip bers. FA IR AND I e may be	as amende pt of this am NLURE OF DATE SPEC e made by to	d, by one nendment YOUR A CIFIED M	e of the fol t on each CKNOWL IAY RESU	lowing n copy of EDGEN JLT IN R	the offer submitted; IENT TO BE REJECTION OF YOU
N/A	JUNTING AND APPROPRIATIO	N DATA (II	requirea)								
					FICATIONS O						
A	THIS CHANGE ORDER IS IS CONTRACT ORDER NO. IN I	SUED PUR							H IN ITE	M 14 AF	RE MADE IN THE
В	THE ABOVE NUMBERED CO office, appropriation date, etc.				REFLECT THI URSUANT TO						changes in paying
⊠ c	THIS SUPPLEMENTAL AGRE	EMENT IS	ENTERED	INTO PURSU	ANT TO AUTH	ORITY	OF:				
	the "Changes" clause			. <del></del>			····		· · · · · · · · · · · · · · · · · · ·		
	OTHER (Specify type of modi	fication and	l authority)								•
E. IMPO	RTANT: Contractor is not,	is requi	ired to sign	this docume	nt and return	1 copie	s to the is	suing of	fice.	·	
14. DESC	RIPTION OF AMENDMENT/MC	DIFICATIO	N (Organized	d by UCF sec	tion headings,	includin	g solicitatio	n/contra	ct subjec	t matter	where feasible.)
This	Modification is to accon	nplish the	e followin	g four pur	poses:						
1. to th	o show the impact on the crough April 30, 2000 as	e baselin shown i	e cost of n paragra	all Task C aph A.	orders issu	ed du	ring the	period	l Nove	mber	1, 1999
2. to	reduce the Technical laree-month delay in the	ncentive impleme	Fee amontation of	unt, and in performa	ncrease the nce standa	e corr ards a	espondi s shown	ng Aw ı in paı	ard Fe ragrapl	e amo n B.	ount, due to a
s	o show the history of the now the changes to each is shown in paragraph C	h task gr	s to each oup for T	task grou ask Order	p up to and s issued fo	d inclu or the	uding Mo last thre	odificat e mon	tion nu ths of	mber the av	10, and then to ward fee period
	break the two-year bas										
	rovided herein, all terms and condition		ment reference	ed in Item 9A or							
15a. NAM	E AND TITLE OF SIGNER (Type	e or print)			15a. NAME A		LE OF COI			•	• • •
15B. CON	TRACTOR/OFFEROR	-CF0	15C. DATE	SIGNED	16B. UNITED						6C. DATE SIGNED
BY	Anature of person authorized to	sian)	6/9	00	BY MO	ww.	Hue	1200	er)		6/14/00

NSN 7540-04-52-8070

# A. Amount added to baseline on Task Orders approved from November 1, 1999 through April 30, 2000.

		Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline f	or Base Period					
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,527,236	175,670	154,741	0	12,857,647
Task 2.0, 3.0, 4.0		10,456,415	202,997	373,264	0	11,032,676
Task 6.0 & 7.0		14,148,058	336,168	61,125	0	14,545,351
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
	Total Baseline as of Mod 10	37,276,315	714,835	624,833	271,353	38,887,336
•	7) Baseline Changes 1999-April 2000					
Task 1.0 & 5.0		7,334	198	198	44	7,774
Task Orders #17,129						
Task 2.0, 3.0, 4.0		161,223	4,353	4,353	967	170,896
Task Orders #2, 3						
Task 6.0 & 7.0		961,835	19,743	19,743	4,386	1,005,707
Task Orders #1A, 5, 22 2 65, 88, 89, 97, 99, 114, 1	3A, 24, 19-21, 38-40, 50, 64, 19, 126, 133, 144					
, , , , , , , ,	Changes	1,130,392	24,294	24,294	5,397	1,184,377
New	Amounts					
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	175,868	154,939	44	12,865,421
Task 2.0, 3.0, 4.0		10,617,638	207,350	377,617	967	11,203,572
Task 6.0 & 7.0		15,109,893	355,911	80,868	4,386	15,551,058
Reporting		. 0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
	Total Baseline	38,406,707	739,129	649,127	276,750	40,071,713

B. Additional amount of Technical Incentive Fee reduction for task orders issued between November 1999 and January 2000 and a related increase in Award Fee allocated for the 1st 6-month evaluation period.

!	Prior Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0			144,606 12,534,570 10,617,638	0 175,868 207,350	0 154,939 377,617	0 44 967	144,606 12,865,421 11,203,572
Task 6.0 & 7.0 Reporting			15,109,893	355,911 0	80,868 35,703	4,386 0	15,551,058 35,703
Award Fee	Total Baseline		0 <b>38,406,707</b>	0 <b>739,129</b>	0 <b>649</b> ,1 <b>27</b>	271,353 <b>276,750</b>	271,353 <b>40,071,713</b>
	Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Task 1.0 & 5.0 Fee Adj-Tech to Aw Task Order #17	vard (TOs Nov, Dec, Jan)	**	0	0	(113)	141	28
Task 2.0, 3.0, 4.0 Fee Adj-Tech to Aw Task Order #2	vard (TOs Nov, Dec, Jan)	**	0	0	(210)	263	53
Task 6.0 & 7.0 Fee Adj-Tech to Aw Task Order #1A, 5,	vard (TOs Nov, Dec, Jan) 22, 23A, 24	***	0	0	(1,925)	2,406	481
Total	Adjustment to Tech/Award Fee		. 0	0	(2,248)	2,810	562
	New Amounts						
Phase In Task 1.0 & 5.0			144,606 12,534,570	0 175,868	0 154,826	0 185	144,606 12,865,449
Task 2.0, 3.0, 4.0 Task 6.0 & 7.0			10,617,638 15,109,893	207,350 355,911	377,407 78,943	1,230 6,792	11,203,625 15,551,539
Reporting Award Fee	Total Baseline		0 0 <b>38,406,707</b>	0 0 <b>739,129</b>	35,703 0 <b>646,879</b>	0 271,353 <b>279,560</b>	35,703 271,353 <b>40,072,275</b>

C. Contract Target Cost & Fee as of April 30, 2000. This spreadsheeet details the changes to the baseline from Nov. 99 to April 2000.

Category	WBS	ountaieu	Cost Fee	Tech Fee	Award Fee	aurgue <b>S</b> ant
Phase-In (Mod 9)		144,606	0	0	0	144,606
Group 1 Task 1.0 & 5.0						
Baseline (InDyne Rebaseline Proposal 12/99)		13,510,236	176,263	179,143	0	13,865,642
Rev Baseline Negotiated Fee Adj (Mod 9)	**	0	(593)	(616)	0	(1,209)
GS ODCs ( Mod 6)		(983,000)	` o´	Ò	0	(983,000)
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)	**	0	0	(23,786)	0	(23,786)
Target Cost & Fee Group 1 (Mod 10, Section B)		12,527,236	175,670	154,741	0	12,857,647
Group 2						
Task 2.0, 3.0, 4.0						
Baseline (InDyne Rebaseline Proposal 12/99)		10,694,434	202,997	429,944	0	11,327,375
Cal Lab adj (No Mod)	**	26,981	728	728	0	28,437
Rev Baseline Negotiated Fee Adj (Mod 9)	**	0	(728)	(1,479)	0	(2,207)
GS ODCs ( Mod 6)		(265,000)	0	0	0	(265,000)
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)	**	0	0	(55,929)	0	(55,929)
Target Cost & Fee Group 2 (Mod 10, Section B)		10,456,415	202,997	373,264	0	11,032,676
Group 3 Task 6.0 & 7.0						
Baseline (InDyne Rebaseline Proposal 12/99)		14,135,058	337,312	71,657	0	14,544,027
Rev Baseline Negotiated Fee Adj (Mod 9)	**	0	(1,144)	(247)	0	(1,391)
GS ODCs ( Mod 6)		13,000	0	0	0	13,000
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)	**	0	0	(10,285)	0	(10,285)
Target Cost & Fee Group 3 (Mod 10, Section B)		14,148,058	336,168	61,125	0	14,545,351
Reporting		0	0	35,829	0	35,829
Rev Baseline Negotiated Fee Adj (Mod 9)		0	0	(126)	0	(126)
Award Fee		0	0	0	159,239	159,239
Rev Baseline Negotiated Fee Adj (Mod 9)		0	0	0	(548)	(548)
Cal Lab adj (No Mod)		0	0	0	162	162
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)		0	0	0	112,500	112,500
Total Target Cost & Fee as of Mod 10		37,276,315	714,835	624,833	271,353	38,887,336
Summary						
Phase In		144,606	0	0	0	144,606
Baseline (InDyne Rebaseline Proposal 12/99)		38,339,728	716,572	716,573	159,239	39,932,112
Rev Baseline Negotiated Fee Adj (Mod 9)		0	(2,465)	(2,468)	(548)	(5,481)
Cal Lab adj (No Mod)		26,981	728	728	162	28,599
Target Cost & Fee as of Mod 9		38,511,315	714,835	714,833	158,853	40,099,836
GS ODCs ( Mod 6)		(1,235,000)	0	(00,000)	0	(1,235,000)
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)		0	0	(90,000)	112,500	22,500
Target Cost & Fee as of Mod 10		37,276,315	714,835	624,833	271,353	38,887,336

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	Category		WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Basel	ine for Base Pe	riod						
Phase In				144,606	0	0	0	144,606
Task 1.0 & 5.0				12,527,236	175,670	154,741	0	12,857,647
Task 2.0, 3.0, 4.0				10,456,415	202,997	373,264	0	11,032,676
Task 6.0 & 7.0				14,148,058	336,168	61,125	0	14,545,351
					•		0	
Reporting				0	0	35,703	•	35,703
Award Fee				0	0	0	271,353	271,353
	Total Basel	ine as of Mod 10		37,276,315	714,835	624,833	271,353	38,887,336
				, ,	•	,	,	, ,
	r (347) Baseline nber 1999-April							
Carrier 1								
Group 1								
Task 1.0 & 5.0								
	17	Nov	1.1	4,198	113	113	25	4,449
	129		1.5	3,136	85	85	19	3,325
	129	Apr	1.5					
		Total Group 1		7,334	198	198	44	7,774
Group 2								
Task 2.0, 3.0, 4.0								
	2	Dec	4.0	89,242	2,410	2,410	535	94,597
	3	Feb	4.0	71,981	1,943	1,943	432	76,299
		Total Group 2		161,223	4,353	4,353	967	170,896
Group 3								
Task 6.0 & 7.0								
145K 0.0 & 7.0		_		500.004	7 470	7 470	4 004	540.544
	1A	Dec	6	526,901	7,476	7,476	1,661	543,514
	5	Jan	7.23	14,845	401	401	89	15,736
	22	Dec	6.10	148,881	4,020	4,020	893	157,814
	23A	Nov	7.19	70,954	1,916	1,916	426	75,212
	24	Nov	7.27	384	10	10	2	406
	19	Feb	7.21	12,443	336	336	75	13,190
	20	Feb	7.14	60,000	1,620	1,620	360	63,600
	21	Feb	7.15	64,695	1,747	1,747	388	68,577
					,			
	38	Feb	7.12	2,927	79	79	18	3,103
	39	Feb	7.26	1,249	34	34	7	1,324
	40	Feb	7.11	3,859	104	104	23	4,090
						3		
	50	Feb	7.27	128	3		1	135
	64	Feb	7.26	4,058	110	110	24	4,302
	65	Mar	6.13	85,447	2,307	2,307	513	90,574
	88	Feb	7.24	6,868	185	185	41	7,279
	89	Apr	6.9	40,004	1,080	1,080	240	42,404
	97	Apr	7.11	(12,302)	(332)	(332)	(74)	(13,040)
	99	Mar	7.27**	(47,277)	(1,276)	(1,276)	(284)	(50,113)
	114	Apr	6.12	20,387	550	550	122	21,609
		•						
	119	Apr	7.15	(54,696)	(872)	(872)	(194)	(56,634)
	126	Apr	7.13	6,480	175	175	39	6,869
	133	Арг	6.4	38,845	968	968	215	40,996
	144	Apr	7.5	(33,245)	(898)	(898)	(199)	(35,240)
		Total Group 3		961,835	19,743	19,743	4,386	1,005,707
	New Amounts							
'	HEW MINOUILS							
Phase In				144,606	0	0	0	144,606
Task 1.0 & 5.0				12,534,570	175,868	154,939	44	12,865,421
Task 2.0, 3.0, 4.0				10,617,638	207,350	377,617	967	11,203,572
Task 6.0 & 7.0				15,109,893	355,911	80,868	4,386	15,551,058
Reporting				0	0	35,703	0	35,703
Award Fee				0	0	0	271,353	271,353
		Total Baseline		38,406,707	739,129	649,127	276,750	40,071,713
				-,,	,	-,	-,	, <b>,</b>

						1490 0
Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Mod 12 Paragraph 'B' Changes						
Task Orders Nov 99 to Jan 00 - Adjustment to Tech Task 1.0 & 5.0	n/Award Fee					
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #17	**	0	0	(113)	141	28
Task 2.0, 3.0, 4.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #2	**	0	0	(210)	263	53
Task 6.0 & 7.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #1A, 5, 22, 23A, 24	**	0	0	(1,925)	2,406	481
Total Adjustment to Tech/Award Fee		0	0	(2,248)	2,810	562
New Amounts						
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	175,868	154,826	185	12,865,449
Task 2.0, 3.0, 4.0		10,617,638	207,350	377,407	1,230	11,203,625
Task 6.0 & 7.0		15,109,893	355,911	78,943	6,792	15,551,539
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
Total Baseline		38,406,707	739,129	646,879	279,560	40,072,275

# D. Base period cost and fee for each year.

		Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Base Period - Y	Year 1					
Phase In	cari	144,606	0	0	0	144,606
Task 1.0 & 5.0		5,906,741	91,766	71,265	173	6,069,945
Task 2.0, 3.0, 4.0		5,338,704	108,425	172,733	703	5,620,565
Task 6.0 & 7.0		7,929,545	188,728	38,426	5,039	8,161,738
Reporting		0	0	14,247	. 0	14,247
Award Fee		0	Ō	0	195,819	195,819
	aseline as of Mod 10	19,319,596	388,919	296,671	201,734	20,206,920
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	'ear 2 Total Baseline	0 6,627,830 5,278,931 7,180,337 0 0 19,087,098	0 84,102 98,927 167,186 0 0 3 <b>50,215</b>	0 84,931 206,471 41,837 16,976 0 350,215	0 12 527 1,754 0 75,534 <b>77,827</b>	0 6,796,875 5,584,856 7,391,114 16,976 75,534 <b>19,865,355</b>
Base Period 1	Fotal					
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,571	175,868	156,196	185	12,866,820
Task 2.0, 3.0, 4.0		10,617,635	207,352	379,204	1,230	11,205,421
Task 6.0 & 7.0		15,109,882	355,914	80,263	6,793	15,552,852
Reporting		0	0	31,223	0	31,223
Award Fee		0	0	0	271,353	271,353
,	Total Baseline	38,406,694	739,134	646,886	279,561	40,072,275

AMENDMENT OF SOLICITATI	ON/M VIFICATION OF CO	ONTRACT	1. CC TRACT IE	CODE PAGE	1 of 3
2. AMENDMENT/MODIFICATION NO. 3	3. EFFECTIVE DATE June 28, 2000	4. REQUISITION/F	PURCHASE NO. N/A	5. PROJECT N	NO. (If applicable)
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop Cleveland, OH 44135-3191		7. ADMINISTER	RED BY (If other than	item 6) COI	DE
8. NAME AND ADDRESS OF CONTRACTO	OR (No., street, county, State and	Zip Code)	9A. AMENDMEN	T OF SOLICITA	TION NO.
Indyne Corporation 21000 Brookpark Road, M.S. 21-1 Cleveland, OH 44135-3139		Σ	10B. DATED (SE	TION OF CONTR. NAS3-9917 TE ITEM 13)	
CODE (BX) (34) FACILITY CODE				November 1,	1999 
1.	1. THIS ITEM ONLY APPLIES TO	AMENDMENTS OF	SOLICITATIONS		
THIS CHANGE ORDER IS ISS CONTRACT ORDER NO. IN IT  B THE ABOVE NUMBERED CON Office, appropriation date, etc.)  C THIS SUPPLEMENTAL AGREEM the CHANGES clause.  D OTHER (Specify type of modification)	copies of the amendment; (b) as a reference to the solicitation and a CEIPT OF OFFERS PRIOR TO THE age an offer already submitted, such and is received prior to the opening DATA (If required)  HIS ITEM APPLIES ONLY TO MOI MODIFIES THE CONTRACT/ORI UED PURSUANT TO (Specify auto-EM 10A.  NTRACT/ORDER IS MODIFIED TO SET FORTH IN ITEM 14,	DIFICATIONS OF COMERCE NO. AS DESCRIBED THE ALL PURSUANT TO AUTHOR	n or as amended, by or accept of this amendment of YOUR APECIFIED MAY RESURD by telegram or letter, diffied.  ONTRACTS/ORDER RIBED IN ITEM 14.  CHANGES SET FOR DMINISTRATIVE CHANGES AUTHORITY OF FORTH OF:	ne of the following ent on each copy of ACKNOWLEDGMILT IN REJECTION provided each teles.  SS,  RTH IN ITEM 14 A  ANGES (Such as FAR 43.103(b).	f the offer submitted; or ENT TO BE RECEIVED N OF YOUR OFFER. If egram or letter makes
E. IMPORTANT: Contractor is not, 14. DESCRIPTION OF AMENDMENT/MODE IN Task 1.0 LOGISTICS of the entirety by incorporation of the Except as provided herein, all terms and conditions	DIFICATION (Organized by UCF sense Statement of Work, suite enclosed two pages.	ection headings, incl btask 1.4.2.3. \$	uding solicitation/con Substore Manag	tract subject matt gement is rev	vised in its
15A. NAME AND TITLE OF SIGNER (Type		16A. NAME AND	TITLE OF CONTRA	CTING OFFICER	R (Type or print)
JAMES A. Gallagher 15B. CONTRACTOR/OFFEROR	- Progray Manager H5C. DATE SIGNED	16B. UNITED ST	Marc Hudson, C ATES OF AMERICA		icer 16C. DATE SIGNED
BY Signature of person authorized to s	7/12/00	BY M W	ve Huds ature of Contracting C	Officer)	June 28, 2000

NSN 7540-01-152-8070 PREVIOUS EDITION NOT USABLE 30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

# 1.4.2.3 Substore Management

- a. <u>General requirements</u> The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable. The Contractor shall comply with the FPMR, Subchapter E, Subpart 101-27.304, as revised.
- b. <u>Description of work</u> The Contractor shall manage all supported substores. These substores are mini-warehousing operations established within a customer's area and manned by Contractor substore attendants. The Contractor shall provide backup attendants as needed.

Substore attendants serve the customer group with a variety of tasks. The precise scope of these tasks shall be negotiated between the customer, Contractor and TR. Duties generally include receiving, storing, issuing and replenishing Stores Stock, Program Stock and Standby Stock, as well as nonstock materials procured through the Glenn procurement system. For all stored items, the Contractor shall maintain records that include stock or part numbers, item names, unit of issue, unit price, the stock level and the stock resupply point. Maintaining stock shall include a shelf-life program and rotation of stock.

Duties may also include administrative support to aid in the purchase of material for the substores. The Contractor shall obtain pricing, prepare and send purchase request for Government approval, receive and inspect order, contact vendor on discrepancies, and complete dispute form (if required), Government personnel will approve the purchase, place the order, review and sign the monthly statements.

Duties may involve use of material handling equipment, saws, drill presses, shears, hoists, cranes and other equipment. The Contractor personnel shall be trained and licensed to use specific equipment and handle hazardous materials as needed. Substore attendants shall access and input into customer computerized databases, NSMS and automated procurement systems. Substore attendants shall track and follow-up on procurements, tool issues, toolboxes, MSDS's, equipment maintenance and laundry services. Attendants shall be involved in periodic or on-demand inventories. When a new substore area is created, the duties shall involve planning, layout and arranging stocked materials.

Substore areas shall be clean and free of litter.

c. <u>Quality standards</u> - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Substore attendants shall bin and issue materials accurately. Stocked material levels shall be maintained to ensure an adequate supply to satisfy customers' needs. All input entries into NSMS shall be accurate.

- d. <u>Schedule</u> The Contractor shall support the hours of operation requested by the customer.
- e. <u>Documentation</u> The Contractor shall provide the TR with current substore attendant assignment records that shall include location, phone, duty hours and Government points-of-contact. Substore attendant shall maintain all hand written stock requisitions for the appropriate time frame. Documentation associated with the material purchases shall be retained by the Contractor for review by the TR.

AMENDMENT OF SOLICITATION/M   FICATION OF CONTRACT	ACT ID CODE PAGE 1 of 1
2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE NO. 14	O. 5. PROJECT NO. (If applicable)
6. ISSUED BY CODE 200616/MH 7. ADMINISTERED BY (If other	er than Item 6) CODE
NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191	
	IDMENT OF SOLICITATION NO.
Indyne, Inc. 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191    OA. MODI	D (SEE ITEM 11)  IFICATION OF CONTRACT/ORDER NO. NAS3-99179  ED (SEE ITEM 13)
CODE BX 34 FACILITY CODE	November 1, 1999
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATION	ONS
The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended (a) By completing Items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment; (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF NAT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY	id, by one of the following methods: nendment on each copy of the offer submitted; or YOUR ACKNOWLEDGMENT TO BE RECEIVED RESULT IN REJECTION OF YOUR OFFER. If
by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.  12. ACCOUNTING AND APPROPRIATION DATA (If required)	r letter, provided each telegram of letter makes
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/O IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM	ORDERS, M 14
	ET FORTH IN ITEM 14 ARE MADE IN THE
B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE office, appropriation date, etc.)  SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY	VE CHANGES (Such as changes in paying Y OF FAR 43.103(b).
C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the CHANGES clause.	
D OTHER (Specify type of modification and authority)	
E. IMPORTANT: Contractor $\boxtimes$ is not, $\square$ is required to sign this document and return $\underline{1}$ copies to the issuing office.	
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitati	ion/contract subject matter where feasible.)
Clause No. H.3 in the basic contract is replaced in its entirety by a new claus REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RI (JUN 2000), contained in the 5 pages attached hereto.	se H.3 entitled SECURITY ESOURCES (NFS 1852.204-76)
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains	s unchanged and in full force and effect.
15A. NAME AND TITLE OF SIGNER (Type or print) 16A. NAME AND TITLE OF CO	ONTRACTING OFFICER (Type or print) son, Contracting Officer
15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16B. UNITED STATES OF AM	
TOD. CONTINUO TO LICENT	

(Signature of person authorized to sign)
NSN 7540-01-152-8070
PREVIOUS EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

- H.3 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (NFS 1852.204-76) (JUN 2000)
- (a) The Contractor shall comply with the security requirements outlined in NASA Policy Directive (NPD) 2810.1, Security of Information Technology, and NASA Procedures and Guidelines (NPG) 2810.1, Security of Information Technology. These policies apply to all IT systems and networks under NASA's purview operated by or on behalf of the Federal Government, regardless of location.
- (b)(1) The Contractor shall ensure compliance by its employees with Federal directives and guidelines that deal with IT Security including, but not limited to, OMB Circular A-130, Management of Federal Information Resources, OMB Circular A-130 Appendix III, Security of Federal Automated Information Resources, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.), and all applicable Federal Information Processing Standards (FIPS).
- (2) All Federally owned information is considered sensitive to some degree and must be appropriately protected by the Contractor as specified in applicable IT Security Plans. Types of sensitive information that may be found on NASA systems that the Contractor may have access to include, but are not limited to --
- (i) Privacy Act information (5 U.S.C. 552a et seq.);
- (ii) Export Controlled Data, (e.g. Resources protected by the International Traffic in Arms Regulations (22 C.F.R Parts 120-130)).
- (3) The Contractor shall ensure that all systems connected to a NASA network or operated by the Contractor for NASA conform with NASA and Center security policies and procedures.
- (c)(1) The contractor's screening of contractor personnel will be conducted in accordance with NPG 2810.1, Section 4.5 for personnel requiring unescorted or unsupervised physical or electronic access to NASA systems, programs, and data.
- (2) The Contractor shall ensure that all such employees have at least a National Agency Check investigation. The Contractor shall submit a personnel security questionnaire (NASA Form 531), Name Check Request for National Agency Check (NAC) investigation, and Standard Form 85P, Questionnaire for Public Trust Positions, (for specified sensitive positions), and a Fingerprint Card (FD-258 with NASA overprint in Origin Block) to the Center Chief of Security for each Contractor employee requiring screening. The required forms may be obtained from the Center Chief of Security. In the event that the NAC is not satisfactory, access shall not be granted. At the option of the Government, background

screenings may not be required for employees with recent or current Federal Government investigative clearances.

- (3) The Contractor shall have an employee checkout process that ensures --
- (i) Return of badges, keys, electronic access devices and NASA equipment;
- (ii) Notification to NASA of planned employee terminations at least three days in advance of the employee's departure. In the case of termination for cause, NASA shall be notified immediately. All NASA accounts and/or network access granted terminated employees shall be disabled immediately upon the employee's separation from the Contractor; and
- (iii) That the terminated employee has no continuing access to systems under the operation of the Contractor for NASA. Any access must be disabled the day the employee separates from the Contractor.
- (4) Granting a non-permanent resident alien (foreign national) access to NASA IT resources requires special authorization. The Contractor shall obtain authorization from the Center Chief of Security prior to granting a non-permanent resident alien access to NASA IT systems and networks.
- (d)(1) The Contractor shall ensure that its employees with access to NASA information resources receive annual IT security awareness and training in NASA IT Security policies, procedures, computer ethics, and best practices.
- (2) The Contractor shall employ an effective method for communicating to all its employees and assessing that they understand any Information Technology Security policies and guidance provided by the Center Information Technology Security Manager (CITSM) and/or Center CIO Representative as part of the new employee briefing process. The Contractor shall ensure that all employees represent that they have read and understand any new Information Technology Security policy and guidance provided by the CITSM and Center CIO Representative over the duration of the contract.
- (3) The Contractor shall ensure that its employees performing duties as system and network administrators in addition to performing routine maintenance possess specific IT security skills. These skills include the following:
- (i) Utilizing software security tools.
- (ii) Analyzing logging and audit data.

- (iii) Responding and reporting to computer or network incidents as per NPG 2810.1.
- (iv) Preserving electronic evidence as per NPG 2810.1.
- (v) Recovering to a safe state of operation.
- (4) The Contractor shall provide training to employees to whom they plan to assign system administrator roles. That training shall provide the employees with a full level of proficiency to meet all NASA system administrators' functional requirements. The Contractor shall have methods or processes to document that employees have mastered the training material, or have the required knowledge and skills. This applies to all system administrator requirements.
- (e) The Contractor shall promptly report to the Center IT Security Manager any suspected computer or network security incidents occurring on any system operated by the Contractor for NASA or connected to a NASA network. If it is validated that there is an incident, the Contractor shall provide access to the affected system(s) and system records to NASA and any NASA designated third party so that a detailed investigation can be conducted.
- (f) The Contractor shall develop procedures and implementation plans that ensure that IT resources leaving the control of an assigned user (such as being reassigned, repaired, replaced, or excessed) have all NASA data and sensitive application software permanently removed by a NASA- approved technique. NASA-owned applications acquired via a "site license" or "server license" shall be removed prior to the resources leaving NASA's use. Damaged IT storage media for which data recovery is not possible shall be degaussed or destroyed. If the assigned task is to be assumed by another duly authorized person, at the Government's option, the IT resources may remain intact for assignment and use of the new user.
- (g) The Contractor shall afford NASA, including the Office of Inspector General, access to the Contractor's and subcontractor's facilities, installations, operations, documentation, databases and personnel. Access shall be provided to the extent required to carry out a program of IT inspection, investigation and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of NASA data, and to preserve evidence of computer crime.
- (h)(1) The Contractor shall document all vulnerability testing and risk assessments conducted in accordance with NPG 2810.1 and any other IT security requirements specified in the contract or

as directed by the contracting officer.

- (2) The results of these tests shall be provided to the Center IT Security Manager. Any contractor system(s) connected to a NASA network or operated by the contractor for NASA may be subject to vulnerability assessment or penetration testing as part of the Center's IT security compliance assessment and the Contractor shall be required to assist in the completion of these activities.
- (3) A decision to accept any residual risk shall be the responsibility of NASA. The Contractor shall notify the NASA system owner and the NASA data owner within 5 working days if new or unanticipated threats or hazards are discovered by the Contractor, made known to the Contractor, or if existing safeguards fail to function effectively. The Contractor shall make appropriate risk reduction recommendations to the NASA system owner and/or the NASA data owner and document the risk or modifications in the IT Security Plan.
- (i) The Contractor shall develop a procedure to accomplish the recording and tracking of IT System Security Plans, including updates, and IT system penetration and vulnerability tests for all NASA systems under its control or for systems outsourced to them to be managed on behalf of NASA. The Contractor must report the results of these actions directly to the Center IT Security Manager.
- (j) When directed by the contracting officer, the contractor shall submit for NASA approval a post-award security implementation plan outlining how the contractor intends to meet the requirements of NPG 2810.1. The plan shall subsequently be incorporated into the contract as a compliance document after receiving Government approval. The plan shall demonstrate thorough understanding of NPG 2810.1 and shall include as a minimum, the security measures and program safeguards to ensure that IT resources acquired and used by contractor and subcontractor personnel --
- (1) Are protected from unauthorized access, alteration, disclosure, or misuse of information processed, stored, or transmitted;
- (2) Can maintain the continuity of automated information support for NASA missions, programs, and functions;
- (3) Incorporate management, general, and application controls sufficient to provide cost-effective assurance of the systems' integrity and accuracy;
- (4) Have appropriate technical, personnel, administrative,

environmental, and access safeguards:

- (5) Document and follow a virus protection program for all IT resources under its control; and
- (6) Document and follow a network intrusion prevention program for all IT resources under its control.
- (k) Prior to selecting any IT security solution, the Contractor shall consult with their Center IT Security Manager to ensure interoperability and compatibility with other systems with which there is a data or system interface requirement.
- (I) The Contractor shall comply with all Federal and NASA encryption requirements for NASA flight programs (e.g., secure flight termination systems, encryption for satellite uplinks, encryption for flight and satellite command and control for both up and down link) and involve the Center COMSEC (communications security) Manager when selecting encryption solutions.
- (m) The Contractor shall incorporate this clause in all subcontracts where the requirements identified in this clause are applicable to the performance of the subcontract.

(End of clause)

AMEN	IDMENT OF SOLICITA	TION/ī 🤌	IFICATION OF CO	NTRACT		1. C' TRACTIL	CODE	PAGE	1 of 3
2. AMENDN	ENT/MODIFICATION NO.	3. EFFECTIV	/E DATE	4. REQUISITION	ON/PUF	RCHASE NO.	5. PRO	JECT NO.	(If applicable)
	15	Ju	ly 31, 2000		N/A	A			
6. ISSUED I		COL		7. ADMINIS	TEREC	BY (If other than	Item 6)	CODE	
NASA G Attn: Ma Services 21000 B	lenn Research Center rc Hudson and Construction Brand rookpark Road, Mail Sto d, OH 44135-3191								
	ND ADDRESS OF CONTRAC	TOR (No., str	eet, county, State and Z	(ip Code)		9A. AMENDMEN	T OF SOI	LICITATIO	N NO.
Indyne C 21000 B	Corporation rookpark Road, M.S. 21 id, OH 44135-3139					9B. DATED (SEA	FION OF C NAS3	CONTRAC 3-99179 3)	
CODE (BX	\ (34)	FACILI	TY CODE				Novemb	per 1, 19	99
JODE (DX	) (04)		M ONLY APPLIES TO	AMENDMENTS	S OF S	OLICITATIONS		•	
Offers must a  (a) By comple  (c) By separa  AT THE PLA  Dy virtue of the	eve numbered solicitation is ame acknowledge receipt of this ame eting Items 8 and 15, and return the letter or telegram which incluce DESIGNATED FOR THE Rais amendment you desire to chithe solicitation and this amendment	ended as set for endment prior to ning copie ides a reference ECEIPT OF OI ange an offer a	rth in Item 14. The hour of the hour and date species of the amendment; (b) the to the solicitation and a FFERS PRIOR TO THE Island of submitted, such of the submitted, such of the submitted of	and date specification in the solicit By acknowledgin mendment numb HOUR AND DAT change may be n	ed for recation or receipters. FA	eceipt of Offers as amended, by o ipt of this amendme NILURE OF YOUR CIFIED MAY RESU telegram or letter,	ent on each ACKNOWI JLT IN REJ	ollowing me copy of th EDGMEN IECTION C	e offer submitted; or T TO BE RECEIVED OF YOUR OFFER. If
	NTING AND APPROPRIATIO			-					
N/A									
	13.	THIS ITEM AF	PPLIES ONLY TO MOD THE CONTRACT/ORD	OFFICATIONS OF THE NO. AS DE	F CON	ITRACTS/ORDER	RS,		
A	THIS CHANGE ORDER IS IS CONTRACT ORDER NO. IN	SSUED PURS ITEM 10A.	UANT TO (Specify auth	nority) T	HE CH	IANGES SET FOR			
В	THE ABOVE NUMBERED C office, appropriation date, etc	c.) SE	T FORTH IN ITEM 14,	PURSUANT TO	THE A	AUTHORITY OF F	IANGES (S FAR 43.10	Such as ch 3(b).	nanges in paying
⊠ <sup>c</sup>	THIS SUPPLEMENTAL AGE the CHANGES clause.	REEMENT IS	ENTERED INTO PURS	UANT TO AUTI	HORIT	Y OF:		<u></u>	
	OTHER (Specify type of mod	dification and	authority)						
E. IMPORT	ANT: Contractor is not,	X is requir	ed to sign this docum	ent and return	1 copi	ies to the issuing	office.		
	RIPTION OF AMENDMENT/M							ect matter	where feasible.)
As of	the effective date of the	his Modific	ation, the current	baseline, C	Cost I	ncentive Fee	, Techn	ical Per	formance
Incer	ntive Fee, Award Fee,	and cumu	ılative Task Ordei	rs are as se	et fort	h in the seco	nd and i	third pa	ges attached
	o and made a part her								
	vided herein, all terms and condition		nent referenced in Item 9A	or 10A, as heretofo	ore chan	nged, remains unchar	nged and in	full force an	d effect.
15A. NAME	AND TITLE OF SIGNER (T)	/pe or print)		16A. NAME		ITLE OF CONTRA Marc Hudson, C			
$\underline{}$	ICK H. relly -	<u>CF0</u>	T. 22 2 . 2 . 2 . 2 . 2 . 2 . 2 . 2 . 2	105 1					
BY	TRACTOR/OFFEROR  Analyre of person authorized to	o sign)	7/31/06	BY_ 7	na	TES OF AMERICA  Re of Contracting (	Officer)		6C. DATE SIGNED June 31, 2000
NSN 7540-01-1 PREVIOUS ED	s2-8070 ITION NOT USABLE			30-105		Pres	ANDARD I cribed by GSA (48 CFR) 53.		(REV. 10-83)

# A. Adjust baseline for actual Cost Incentive Fee, Technical Performance Incentive Fee and Award Fee earned.

	Prior Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In			144,606	0	0	0	144,606
Task 1.0 & 5.0			12,534,570	175,868	154,826	185	12,865,449
Task 2.0, 3.0, 4.0			10,617,638	207,350	377,407	1,230	11,203,625
Task 6.0 & 7.0			15,109,893	355,911	78,943	6,792	15,551,539
Reporting			0	0	35,703	0	35,703
Award Fee			0	0	0	271,353	271,353
Amara	Total Baseline		38,406,707	739,129	646,879	279,560	40,072,275
	Category	was	Estimated	Cost	Tech	Award	Target Cost
			Cost	Fee	Fee	Fee	Cost
Task 1.0 & 5.0			0	15,178	4,597	0	19,775
Task 2.0, 3.0, 4.0			0	17,816	9,283	0	27,099
Task 6.0 & 7.0			0	31,134	2,166	0	33,300
Reporting			0	0	1,282	0	1,282
Award Fee			0	0		(27,272)	(27,272)
Awararos	Total Adjustment to Fee		0	64,128	17,328	(27,272)	54,184
	New Amounts						
Phase In			144,606	0	0	0	144,606
Task 1.0 & 5.0			12,534,570	191,046	159,423	185	12,885,224
Task 2.0, 3.0, 4.0			10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0			15,109,893	387,045	81,109	6,792	15,584,839
Reporting			0	0	36,985	0	36,985
Award Fee			0	0	0	244,081	244,081
	Total Baseline		38,406,707	803,257	664,207	252,288	40,126,459

# B. Amount added to baseline on Task Orders approved from May 1, 2000 through July 31, 2000.

Baseline for Baseline for Baseline for Baseline Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total	se Period Baseline as of Mod 10	Estimated Cost 144,606 12,534,570 10,617,638 15,109,893 0 0 38,406,707	Cost Fee 0 191,046 225,166 387,045 0 0 803,257	Tech Fee 0 159,423 386,690 81,109 36,985 0 664,207	Award Fee 0 185 1,230 6,792 0 244,081 252,288	Target Cost 144,606 12,885,224 11,230,724 15,584,839 36,985 244,081 40,126,459
Task Order (347) Bas May 2000-Jul	_					
Task 1.0 & 5.0		0	0	0	0	0
Task Orders #208		0	0	0	0	
Task 2.0, 3.0, 4.0 None		0	0	0	0	0
Task 6.0 & 7.0 Task Orders #172,175,152,201 206,187,190,191,128,169,105,1 193,160,174,145,189,173		572,080	13,013	13,013	2,893	600,999
100, 100, 17 4, 140, 100, 170	Changes	572,080	13,013	13,013	2,893	600,999
New Amou	ints					
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	191,046	159,423	185	12,885,224
Task 2.0, 3.0, 4.0		10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0		15,681,973 0	400,058	94,122	9,685 0	16,185,838 36,985
Reporting Award Fee		0	0 0	36,985 0	244,081	244,081
Awaiu i ee	Total Baseline	38,978,787	816,270	677,220	255,181	40,727,458

AMENDMENT OF SOLICITA	TION/MODIFICATION OF CO	ONTRACT		1. CONTRACT ID	CODE	PAGE 1 of 213
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITI			5. PROJI	ECT NO. (If applicable)
16	10/25/2000	<u> </u>	N/A			
6. ISSUED BY  SA Lewis Research Center Marc, Hudson Services and Construction Brance 21000 Brookpark Road, Mail Sto Cleveland, OH 44135-3191		7. ADMINIS	STERED	BY (If other than It	tem 6)	CODE
8. NAME AND ADDRESS OF CONTRACT	OR (No., street, county, State and 2	Zip Code)		9A. AMENDMENT	OF SOLI	CITATION NO.
InDyne, Inc. 21000 Brookpark Road, M.S. 21- Cleveland, OH 44135-3191		,		9B. DATED (SEE	ITEM 11) ON OF CO NAS3-9	NTRACT/ORDER NO.
CODE (BX) (34)	EACH ITY CODE					r 1, 1999
	FACILITY CODE 11. THIS ITEM ONLY APPLIES TO	AMENDMENTS	OF SO			,
						-
The above numbered solicitation is amen Offers must acknowledge receipt of this amen (a) By completing Items 8 and 15, and returnir (c) By separate letter or telegram which includ RECEIVED AT THE PLACE DESIGNATED FOFFER. If by virtue of this amendment you de	dment prior to the hour and date specing copies of the amendment; (b) es a reference to the solicitation and a OR THE RECEIPT OF OFFERS PRIO ssire to change an offer already submit	fied in the solicita By acknowledging mendment numbe R TO THE HOUF ted, such change	tion or as g receipt ers. FAIL R AND D may be	of this amendment of URE OF YOUR AC ATE SPECIFIED MA made by telegram o	of the follow on each cop KNOWLED AY RESUL	oy of the offer submitted; or DEMENT TO BE T IN REJECTION OF YOUR
makes reference to the solicitation and this are 12. ACCOUNTING AND APPROPRIATION	nendment, and is received prior to the	opening hour and	date spe	ecified.		
N/A						
	HIS ITEM APPLIES ONLY TO MOD T MODIFIES THE CONTRACT/ORD					
THIS CHANGE ORDER IS ISS	SUED PURSUANT TO (Specify auth TEM 10A.	ority) Ti	HE CHA	NGES SET FORTH	H IN ITEM	14 ARE MADE IN THE
B THE ABOVE NUMBERED CO office, appropriation date, etc.)	NTRACT/ORDER IS MODIFIED TO SET FORTH IN ITEM 14, I				-	
IXII I	EMENT IS ENTERED INTO PURSU	JANT TO AUTH	ORITY (	DF:		
the "Changes" clause  D OTHER (Specify type of modifi	ication and authority)					· · · · · · · · · · · · · · · · · · ·
OTTIEN (Specify type of mount	ication and authority)					
E. IMPORTANT: Contractor is not,	$\textstyle  extstyle	ent and return 1	copies	to the issuing off	fice.	
14. DESCRIPTION OF AMENDMENT/MOD	DIFICATION (Organized by UCF see	ction headings, i	ncluding	solicitation/contrac	ct subject n	natter where feasible.)
This Modification is to accom	plish the following five pur	poses:				
<ol> <li>to incorporate task orders</li> <li>to incorporate technical di</li> <li>to incorporate wording chaperiod.</li> <li>to eliminate references to Attachment B - Equipment</li> <li>to change the center name</li> </ol>	rections # 1 - 4. anges as the result of char the attachments, with the t.	exception of				
Except as provided herein, all terms and condition	s of the document referenced in Item 9A	or 10A, as heretofo	ore chang	ed, remains unchange	ed and in ful	I force and effect.
15a. NAME AND TITLE OF SIGNER (Type						CER (Type or print)
MES A. GAINGHER, I	Program Marager		Mai	rc Hudson, Con	ntracting	Officer
105. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED	STATES	S OF AMERICA	,	16C. DATE SIGNED
BY Signature of person authorized to s	10/25/00	BY(Signature	1 ove gnature d	C Hyd of Contracting Office	Aon cer)	_ 10/25/2000

AMENDMENT OF SO	LICITATION/F	DIFICATION OF CO	NTRACT	1. CONTRACT ID	CODE PAG	1 of 26
2. AMENDMENT/MODIFICATION 17	ON NO. 3. EFFE	7 <sup>v</sup> 52 <sup>9</sup> 7 <sup>15</sup> 2000	4. REQUISITIO	N/PURCHASE NO. N/A	5. PROJECT	NO. (If applicable)
6. ISSUED BY  'A Glenn Research of Marc , Hudson Services and Construction 21000 Brookpark Road, Cleveland, OH 44135-3	Center on Branch Mail Stop 500-312	ODE 0616/MH	7. ADMINIST	ERED BY (If other than I	ltem 6) CC	DE
8. NAME AND ADDRESS OF Control InDyne, Inc. 21000 Brookpark Road, Cleveland, OH 44135-3	CONTRACTOR (No., si M.S. 21-10	reet, county, State and Z	ip Code)	10B. DATED (SEE	ITEM 11) ON OF CONTF NAS3-991 EITEM 13)	RACT/ORDER NO.
CODE (BX) (34)	FACIL	ITY CODE		1	November 1,	1999
	11. THIS IT	EM ONLY APPLIES TO	AMENDMENTS	OF SOLICITATIONS		
The above numbered solicita Offers must acknowledge receipt of (a) By completing Items 8 and 15, (c) By separate letter or telegram was received AT THE PLACE DESI OFFER. If by virtue of this amend makes reference to the solicitation 12. ACCOUNTING AND APPROVICE.	of this amendment prior to and returning copi which includes a referen- IGNATED FOR THE RE ment you desire to chan and this amendment, an	o the hour and date specifies of the amendment; (b) is to the solicitation and an CEIPT OF OFFERS PRIO ge an offer already submitted is received prior to the control of th	ed in the solicitati By acknowledging nendment number R TO THE HOUR ed, such change i	on or as amended, by one receipt of this amendment rs. FAILURE OF YOUR AC AND DATE SPECIFIED M may be made by telegram	of the following on each copy of CKNOWLEDGER	the offer submitted; or MENT TO BE REJECTION QF YOUR
	13. THIS ITEM A	PPLIES ONLY TO MOD	IFICATIONS OF	CONTRACTS/ORDERS		
CONTRACT ORDE	IT MODIFIES DER IS ISSUED PURS R NO. IN ITEM 10A.	S THE CONTRACT/ORD SUANT TO (Specify author)	ER NO. AS DES	CRIBED IN ITEM 14. E CHANGES SET FORT	H IN ITEM 14 A	
B THE ABOVE NUMI office, appropriation				ADMINISTRATIVE CHAI THE AUTHORITY OF FA		changes in paying
the "Changes" of		ENTERED INTO PURSU	JANT TO AUTHO	PRITY OF:		
		,				
E. IMPORTANT: Contractor	] is not, 🔀 is requi	red to sign this docume	nt and return 1	copies to the issuing o	ffice.	<u> </u>
14. DESCRIPTION OF AMEND This Modification is t  1. revise the perforn	o accomplish the	e following three pu	ırposes:			·
revise the positive performance stan	e adjustment fact	·				
3. revise the times a	ssociated with th	ne priority codes in	task 4.1.			
Except as provided herein, all terms at 15a. NAME AND TITLE OF SIG		ment referenced in Item 9A	<del>7 · · · · · · · · · · · · · · · · · · ·</del>		<del></del>	
TAMES Galle	agher, Pro	ogram Konagu	1	ND TITLE OF CONTRAC  Marc Hudson, Co		
BY		15C. DATE SIGNED	BY M	STATES OF AMERICA  1 Au Hull  Inature of Contracting Offi	200 Ficer)	16C. DATE SIGNED

NSN 7540-01-152-8070 PREVIOUS EDITION NOT USABLE

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.971% 93.14%	12.307% 82.05%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.500% 87.50%	15.000% 75.00%
3.0 PUBLISHING	20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	9.076% 90.76%	7.780% 77.80%
6.0 ADMINISTRATIVE SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
7.0 CLERICAL SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
TOTAL	5 100%	90.289%	79.729%

	Task	Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)		25%	23.047% 92.19%	20.087% 80.35%
TASK GROUP 1 (WBS 2, 3, & 4)		60%	54.642% 91.07%	49.492% 82.49%
TASK GROUP 1 (WBS 6 & 7)		10%	8.000% 80.00%	6.000% 60.00%
CONTRACT REPORTING		5%	4.600% 92.00%	4.150% 83.00%
Т	OTALS	100%	90.289%	79.729%

At the Highest Task Level

# Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	92.19%	80.35%	125%	3.201	8.446	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

9179

#	WBS	Definition of Performance Standard	SPL.	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

November 1, 2000

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics			<u> </u>		l .		15%
	1.1 Property Management Se						27%	T
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	50%	1376	
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	20%		
109	1.2 Freight Traffic	Government Cal Lab items shall be received processed and delivered within 24 hours after receipt at the dock.	95%	90%	Contractor shall verify process and delivery times on a weekly basis.	30%		
	1.4 Supply Management			7.0		2000 CO CO CO CO CO CO CO CO CO CO CO CO CO	27%	ententing periods a
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operation	ns					27%	<del> </del>
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%	£1 /3	
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday.  Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		

Weight Weight Weight of WBS Definition of Performance Standard SPL AQL Verification Method Within Within Standard Contract Task 1.5.5 Vehicle Maintenance Vehicle preventative maintenance shall be 95% TR and customers will perform completed in accordance with the NASA form Cpersonal observation. TR will 726, Vehicle Maintenance and Safety Inspection 25 review the check lists. 4% Check List, and shall be completed correctly. 1.5.5 Vehicle Maintenance Unscheduled repairs shall be complete and 90% TR and customers will review the 95% correct. work order requests and NASA 26 2% form C-696, Vehicle Repair Work Orders. 1.5.8 Fuels Distribution Propellant readings and propellant usage reports 95% TR will review the reports on a daily 90% shall be prepared daily and submitted to the TR 27 basis. 10% by the next morning.

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
£.	2.0 Imaging Technology	Brainfacharaikeraanakeraanakeraanakeraalikeraa Palinfakaniaanakeraalikaanakeraanakeraalikeraa	SEC.	á Gova.	PERMITS GETTER WEEKLY ALIGINS OF THE EXCENTION OF THE PROPERTY	78. W		20%
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%	ing and an insert of the company	
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
<i>32</i>	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		
. ib : :	Transportantely	The content of the co	evens.	(a) (b) (b) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c	Confidencialistica regression Proposition Proposition	12000 12000 10000		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contrac
	3.0 Publishing							20%
	3.1 Scientific and Technical						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration	·					85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	1070	
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

November 1, 2000

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
58	5.0 Library Services 5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		10%
3)	Sek Callacton Managemen)	Sherrat den erstrukten mit arang en granden guntar den 19-militaria den kalangan gullagian kalang erstrukten parang en dia den guntar erstrukten erstrukten den kalangan en dia den	A) 245		es uraetoje kalikomione Prosvenioniologica producestrati Profesioniologica produce	202372 202372		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
:TD/	SCAL Subschiller Wateralls	Johnnakusagergspassonalikeronomilteeroyuge Tolkavenkagelkyenettiiy	alekiri.	107 97	REMAINS IN SECTION OF THE SECTION OF	p 1945	gy-	en egia and egia and egia
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi- annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days,	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	14%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
66		Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	12%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		18.08%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.86%	
	6.4 Organization Development	and Training Support					6.75%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the sixmonth period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		}
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.68%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		21.29%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.95%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.91%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.78%	
76	6.10 Space Program Plan Development Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		12.63%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.52%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.72%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.12%	17 (August
113	6.17 Technology Conference Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	.60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
115	6.20 Army Corps of Engineers Administrative Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.65%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction, Individual surveys will be available for review.		2.50%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.85%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.16%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
119	Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)			PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
							100%	

#	WBS 7.0 Clerical Support	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.55%	5%
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.77%	
	7.6 (Reserved)						0.00%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.78%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
85	and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.29%	
86		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.25%	
87	Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.94%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		9.13%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.89%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.03%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.78%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	17.000	0.98%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.53%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.49%	

								1000
#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.63%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.33%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.79%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.87%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.47%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.16%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.34%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
102	Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
103		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.78%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.65%	
105		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.84%	
121	Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)			PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.94%	
							100%	100%

# Task 4.0 METROLOGY

a. General requirements - The Contractor shall comply with NASA Equipment Management NPD 4200.1, as revised; NASA Equipment Management System (NEMS) User's Guide for Property Custodians, NPG 4200.2B, as revised; NPG 5300.4 (2b-3), Management of Government Quality Assurance Functions for NASA Contracts, dated December 24, 1997; NPD 8730.1, Metrology and Calibration, dated May 22, 1998; Metrology Program, Product Assurance Instruction (PAI) 355, as revised. The ISO 9000 International Quality Management and Quality Assurance Standards requirement is now in the implementation phase at NASA. Metrology Services have been ISO 9000-compliant since mid-year 1998. The Contractor shall comply with NASA Quality Management System Policy, ISO 9000, NPD 8730.3, as revised; and the Handbook for the Interpretation and Application of American National Standard Institute/National Conference of Standards Laboratories (ANSI/NCSL) Z540-1, as revised

b. <u>Description of work</u> - The Contractor shall provide all services and necessary equipment not identified as IAGP (Refer to Attachment B) to support the day-to-day metrology services for Glenn research and development activities. The Contractor shall provide the necessary administrative requirements to establish subcontracts when in-house repair or calibration capabilities are insufficient.

The Contractor shall process all newly acquired Inspection, Measuring and Test Equipment (IMTE), all factory returns, warranty and service repairs. All equipment and materials received will be processed in accordance with specifications detailed in task 1.0 Logistics. The Contractor shall maintain the Glenn IMTE tracking database. This includes issuing calibration recall notices for all IMTE contained in the database and informing the Office of Safety and Assurance Technologies (OSAT) when there is no response. All database information shall be updated as required by CLP 3.5.2 Control of Inspection, Measuring and Test Equipment.

Metrology Services Calibration Facilities are located in Building 21 and Building 5 on NASA property and consist of five environmentally sound work laboratories. The facility located in Building 21 contains four laboratories - Primary Electrical, Primary Pressure, General Calibration and Special Projects. Building 5 contains the Flow Laboratory.

Refer to <a href="http://ltwebp.lerc.nasa.gov/mshome.htm">http://ltwebp.lerc.nasa.gov/mshome.htm</a>.

#### 4.1 Calibration Services

- a. <u>General requirements</u> The Contractor shall comply with the general requirements specified in Task 4.0.a., as applicable.
- b. <u>Description of work</u> The Contractor shall inspect all new Government-provided or Contractor-acquired instruments; repair and maintain instrument service history and maintain a systematic instrument maintenance and calibration program for specified instruments.

The Contractor shall troubleshoot, repair, assemble and maintain Government research and test instruments including exhaust gas analysis systems. The Contractor shall generate and maintain

instrument and maintenance data for evaluating repair effectiveness. This effort may require travel to on-site facilities when equipment to be calibrated and/or repaired must remain in the facilities. Employees who perform this task shall maintain a security classification of *SECRET*. The Contractor shall operate and maintain on-site fluid-flow calibration systems.

The Contractor shall be responsible for the periodic calibration and certification of the Government-supplied reference standards by, or traceable to, the National Institute of Standards and Technology

(NIST). Work under this task is limited to scheduling the calibration of these standards consistent with established recall procedures and providing suitable packaging and transportation of the reference standards to and from the servicing laboratory.

The Contractor shall institute and maintain a system of accounting and inventory control for all items of hardware to be repaired and/or maintained.

The Contractor shall inspect new research and test equipment to ensure compliance with manufacturers' specifications and shall use Government-supplied or approved procedures for instrument testing. Where no procedures exist, the Contractor shall prepare new procedures and submit them to the TR for approval.

User evaluations shall be generated with each work order and sent to the customers upon completion of the work order.

- c. <u>Quality standards</u> The Contractor shall comply with the general requirements specified in paragraph a. of this task.
- d. <u>Schedule</u> IMTE shall be picked up from users for calibration and repair, and delivered to users after calibration and repair daily. Calibration shall be completed in accordance with the priority negotiated with the customer. Priorities are as follows.

# New or Original Equipment Manufacturer (OEM) Repaired Equipment Acceptance Testing

Priority A	Within ten working days
	General Repair and Calibration
Priority B	One to five calendar days
Priority C	Six to 1815 calendar days
Priority D	19 to 33 <del>16 to 30</del> calendar days
Priority E	34 to 6331 to 90 calendar days
Priority F	64 to 93 calendar days

e. <u>Documentation</u> - All information related to work orders shall be entered into the calibration laboratory database daily. This includes but is not limited to the generation of new work orders; the close out of completed work orders, and the change of status of work in progress. The information contained in the calibration laboratory database shall be maintained completely and accurately. Equipment pick and delivery manifests shall be generated daily by the contractor.

User evaluations shall be generated with each work order and sent to the customer upon completion of the work order. The Contractor shall also generate a weekly chargeback report for the Resource Analysis and Management Office (RAMO). This report shall facilitate the transferring of funds based on job order numbers. The Contractor shall send out mandatory recall notices monthly as a reminder to customers on pending preventative maintenance and/or calibrations. The Contractor shall provide OSEMA, by the 15<sup>th</sup> day of each month, with a report listing noncompliance to mandatory recall notices. The Contractor shall provide the TR, by the 10<sup>th</sup> day of the following month, a monthly production report that shows overall production of Calibration Services by individual work centers. The Contractor shall maintain reports and documentation in database files for review by the TR. The Contractor shall account for productive time in the Cal Lab database, Labmate.

#### 4.2 Instrument Pool

- a. <u>General requirements</u> The Contractor shall comply with the general requirements specified in Task 4.0.a., as applicable.
- b. <u>Description of work</u> The Contractor shall operate and maintain the Glenn Instrument Pool of electronic and electromechanical instrumentation. The Contractor shall receive, store, issue and deliver pool equipment that requires repair, calibration and/or acceptance testing. The Contractor shall also identify and process for redistribution or disposal those pool items that are excess, obsolete, damaged, beyond economical repair (BER) or no longer required for Glenn's use. The Contractor shall assist the TR in determining future pool equipment requirements and shall also maintain daily tracking of prescribed pool equipment using existing software. The Contractor shall maintain the Instrument Pool database.

The contractor shall develop an on-going marketing plan for the purpose of integration and sales of IMTE to the research community in support of the LTID market economy to promote the use of the instrument pool and the calibration facilities. This will involve understanding the LTID market economy process and monitoring the data to insure the metrology market economy goals are being met.

Marketing will include the interface with the Glenn technical community to understand their measurement and hardware needs for research support. All instrument pool requests shall be documented to insure user's needs are met with the instrumentation available to issue from the pool. If equipment is not available, the Contractor shall maintain a log and insure IMTE is recommended for purchase during the following forecast period, or if that instrument is returned to the pool from the user community, that it will be offered to meet the user's needs.

The Contractor shall be familiar with the basic measurement capabilities of different electrical and physical IMTE and associated groups of equipment in order to recommend the appropriate IMTE that meets the customers' needs. These needs will need to be effectively communicated to the Equipment Service Representative(s). Basic knowledge shall include an understanding of AC and DC voltage and current; frequency and time; resistance; video cameras and video tape recorders; pressure transducers; power supplies; thermocouple temperature, and office equipment.

c. <u>Quality standards</u> - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall maintain an error free on-line database of available instrumentation for customer access. The Contractor shall maintain the Instrument Pool data in the NEMS database.

- d. <u>Schedule</u> A selection of commonly used pool equipment shall be available for immediate access by the customers. Hours of operation shall be Monday through Friday, 8 a.m. to 4 p.m.
- e. <u>Documentation</u> The Contractor shall provide an annual report on the physical inventory of the Instrument Pool. The report shall be submitted by the last day of the fiscal year. The Contractor shall maintain the Instrument Pool equipment database by using existing Clarion database software. A monthly report on all transactions for the Instrument Pool shall be submitted to the TR by the 10<sup>th</sup> day of the following month.

The contractor shall provide monthly reports documenting the types of equipment issued to the users, the IMTE being returned, the associated costs, verifying the validity of task numbers and generating full cost accounting chargeback reports. Reports shall be submitted to the TR by the 10th day of the following month.

## 4.3 Dimensional Calibration

- a. <u>General requirements</u> The Contractor shall comply with the general requirements specified in Task 4.0.a., as applicable.
- b. <u>Description of work</u> The Contractor shall test, calibrate, and repair mechanical dimensional, electromechanical and electronic measuring, recording, and indicating instrument and equipment for conformance to established standards and assist in formulation of calibration standards. The Contractor shall plan sequence of testing and calibration procedures for equipment according to blueprints, schematics, technical manuals, and other specification. The Contractor shall set up standard special purpose laboratory equipment to test, evaluate, and calibrate other instruments and test equipment, using hand tools, and inspect components for defects. The contractor shall measure parts of conformity with specifications, using micrometers, calipers, and other precision instruments. The Contractor shall align, repair, replace, and balance component parts and circuitry. The Contractor shall reassemble and calibrate instruments and equipment. The Contractor shall devise formulas to resolve problems in measurements and calibrations. The Contractor shall use, maintain, and care for reference, transfer and working standards. The Contractor shall assist engineers, supervisors, and area coordinators in formulating test, calibration, repair and evaluation plans and procedures to maintain precision accuracy of measure, recording and indicating instrument and equipment.

The Contractor shall follow Glenn Center level procedures, work instructions, and all procedures, policies and practices of the Glenn Research Center. If and when the time permits, the dimensional tech will be required to train in other areas of the Calibration Lab for future cross-utilization. In addition, the dimensional person will be required to cross-train other lab personnel in dimensional calibration to allow coverage n their area during their absence and

utilize/cross-utilization in the Demensional Lab. This includes, but is not limited to pressure, flow, mass and electrical calibration.

- c. <u>Quality standards</u> The contractor shall comply with the general requirements specified in paragraph a. of this task.
- d. <u>Schedule</u> Contractor shall comply with the same schedule requirements identified in task 4.1.d.
- e. <u>Documentation</u> The Contractor shall comply with the same documentation requirements identified in task 4.1.e.

(End of Task 4.0)

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AND TITLE OF SIGNER <i>(Type o</i>	or print)	16A. NAME AI	ND TITLE OF CONTRA Marc Hudson, C	·	
ACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED	STATES OF AMERICA	1	16C. DATE SIGNED
ature of person authorized to six	1070	BY	upature of Contracting C	Officer	11/7/0
-8070	<del></del>	30-105	<del></del>		(REV 10-83)
ded herein, all terms and conditions AND TITLE OF SIGNER (Type of ACTOR/OFFEROR  ature of person authorized to sign	of the document referenced in Item 9A or print)  15C. DATE SIGNED	or 10A, as heretofor 16A. NAME AI 16B. UNITED BY (Sig	re changed, remains uncha ND TITLE OF CONTRA Marc Hudson, C STATES OF AMERICA MAC Ha mature of Contracting C	CONTRACTING OFFICER (Contracting Office Contracting	1

DITION NOT USABLE

Prescribed by GSA FAR (48 CFR) 53.243

From: my.name.1@gsfc.nasa.gov Date: Tue, 07 Nov 2000 11:06:59 -0500 X-Mailer: Mozilla 4.51 [en] (Win98; I)

X-Accept-Language: en

To: Larry.M.Hudson@lerc.nasa.gov

Subject: 94-2416

http://kirk.fedworld.gov/sca/sca/94-2416.txt

94-2416 OH, CLEVELAND

\*\*\*FOR OFFICIAL USE ONLY BY FEDERAL AGENCIES PARTICIPATING IN MOU WITH DOL\*\*\*

WASHINGTON D.C. 20210

| Wage Determination No.: 1994-2416

William W.Gross

Division of

Revision No.: 14

Director

Wage Determinations| Date Of Last Revision: 09/18/2000

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Wayne

# OCCUPATION TITLE

## MINIMUM WAGE RATE

Administrative Support and Clerical Occupations Accounting Clerk II Accounting Clerk III Accounting Clerk IV Court Reporter Dispatcher, Motor Vehicle Document Preparation Clerk Duplicating Machine Operator Film/Tape Librarian General Clerk I General Clerk III General Clerk IVI	7.90 10.06 11.82 14.46 13.17 13.17 10.97 10.96 10.47 7.50 8.53 10.96 12.20
General Clerk III	10.96
Housing Referral Assistant	15.16
Key Entry Operator I	8.07
Key Entry Operator II	9.69
Messenger (Courier)	7.50
Order Clerk I	8.60
Order Clerk II	10.22
Personnel Assistant (Employment) I	9.84

<sup>\*\*</sup>Fringe Benefits Required Follow the Occupational Listing\*\*

Personnel Assistant (Employment) II Personnel Assistant (Employment) III Personnel Assistant (Employment) IV Production Control Clerk Rental Clerk Scheduler, Maintenance Secretary I Secretary II Secretary III Secretary IV Secretary V	11.06 12.98 15.16 15.16 10.47 10.47 12.98 15.16 16.56 19.34
Service Örder Dispatcher Stenographer I Stenographer II	10.47 9.33 10.47
Supply Technician Survey Worker (Interviewer) Switchboard Operator-Receptionist Test Examiner	16.56 12.98 9.03 12.98
Test Proctor Travel Clerk I Travel Clerk II	12.98 8.84 9.48
Travel Clerk III Word Processor I Word Processor II Word Processor III	10.18 9.51 13.54 14.76
Automatic Data Processing Occupations Computer Data Librarian	9.37
Computer Operator I Computer Operator II Computer Operator III Computer Operator IV Computer Operator V	9.09 11.95 14.16 16.92 18.75
Computer Programmer I (1) Computer Programmer II (1) Computer Programmer III (1) Computer Programmer IV (1)	14.17 15.84 20.10 23.87
Computer Systems Analyst I (1) Computer Systems Analyst II (1) Computer Systems Analyst III (1) Peripheral Equipment Operator	20.49 23.48 27.63 9.64
Automotive Service Occupations Automotive Body Repairer, Fiberglass Automotive Glass Installer Automotive Worker Electrician, Automotive Mobile Equipment Servicer	19.36 18.02 18.02 18.73 16.45
Motor Equipment Metal Mechanic Motor Equipment Metal Worker Motor Vehicle Mechanic Motor Vehicle Mechanic Helper Motor Vehicle Upholstery Worker	19.36 18.02 19.36 15.71 17.21

Motor Vehicle Wrecker	18.02	
Painter, Automotive	18.73	
Radiator Repair Specialist	18.02	
Tire Repairer	15.89	
Transmission Repair Specialist	19.36	
Food Preparation and Service Occupations		
Baker	11.47	
Cook I	10.46	
Cook II	11.47	
Dishwasher	8.25	
Food Service Worker	8.25	
Meat Cutter	11.47	
Waiter/Waitress	8.84	
Furniture Maintenance and Repair Occupation	ons	
Electrostatic Spray Painter	18.73	
Furniture Handler	13.89	
Furniture Refinisher	18.73	
Furniture Refinisher Helper	15.71	
Furniture Repairer, Minor	17.22	
Upholsterer	18.73	
General Services and Support Occupations	10.70	
Cleaner, Vehicles	8.25	
Elevator Operator	8.25	
Gardener	10.46	
House Keeping Aid I	8.25	
House Keeping Aid II	8.71	
Janitor	8.25	
Laborer, Grounds Maintenance	∞ 8.84	
Maid or Houseman	7.67	
Pest Controller	10.95	
Refuse Collector	8.25	
Tractor Operator	10.00	
Window Cleaner	8.84	
Health Occupations	0.04	
Dental Assistant	13.40	
Emergency Medical Technician (EMT)/Par		10.93
Licensed Practical Nurse I	8.71	10.55
Licensed Practical Nurse II	9.77	
Licensed Practical Nurse III	10.93	
Medical Assistant	9.77	
Medical Laboratory Technician	9.77	
Medical Record Clerk	9.77	
Medical Record Technician	13.54	
Nursing Assistant I	7.10	
Nursing Assistant II	7.10	
Nursing Assistant III	8.71	
Nursing Assistant IV	9.77	
Pharmacy Technician	12.19	
Phlebotomist	9.77	
Registered Nurse I	13.54	
Registered Nurse II	16.57	
registered nurse ii	10.57	

Registered Nurse II, Specialist	16.57
Registered Nurse III	20.05
Registered Nurse III, Anesthetist	20.05
Registered Nurse IV	24.02
	24.02
Information and Arts Occupations	40.50
Audiovisual Librarian	16.56
Exhibits Specialist I	15.21
Exhibits Specialist II	17.70
Exhibits Specialist III	20.40
Illustrator I	15.21
Illustrator II	17.70
Illustrator III	20.40
Librarian	19.34
Library Technician	12.98
Photographer I	12.04
Photographer II	15.21
Photographer III	17.70
Photographer IV	20.40
Photographer V	23.77
Laundry, Dry Cleaning, Pressing and Related Occu	upations
Assembler	7.00
Counter Attendant	7.00
Dry Cleaner	8.79
Finisher, Flatwork, Machine	7.00
Presser, Hand	7.00
Presser, Machine, Drycleaning	7.00
Presser, Machine, Shirts	7.00
Presser, Machine, Wearing Apparel, Laundry	7.00
Sewing Machine Operator	9.39
Tailor	9.98
Washer, Machine	7.59
Machine Tool Operation and Repair Occupations	40.70
Machine-Tool Operator (Toolroom)	18.73
Tool and Die Maker	21.42
Material Handling and Packing Occupations	
Forklift Operator	13.20
Fuel Distribution System Operator	16.45
Material Coordinator	13.54
Material Expediter	13.54
Material Handling Laborer	11.34
Order Filler	11.02
Production Line Worker (Food Processing)	12.36
Shipping Packer	12.06
Shipping/Receiving Clerk	12.06
Stock Clerk (Shelf Stocker; Store Worker II)	13.73
· ·	
Store Worker I	11.28
Tools and Parts Attendant	14.22
Warehouse Specialist	12.36
Mechanics and Maintenance and Repair Occupation	
Aircraft Mechanic	19.36
Aircraft Mechanic Helper	15.71

Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
•	19.36
Cable Splicer	18.73
Carpenter, Maintenance	
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	13.46
Electronics Technician, Maintenance II	17.16
Electronics Technician, Maintenance III	22.27
Fabric Worker	17.21
Fire Alarm System Mechanic	19.36
Fire Extinguisher Repairer	16.45
Fuel Distribution System Mechanic	16.26
General Maintenance Worker	18.02
Heating, Refrigeration and Air Conditioning Me	
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator	19.36
• • • •	19.36
Instrument Mechanic	
Laborer	13.07
Locksmith	18.73
Machinery Maintenance Mechanic	20.75
Machinist, Maintenance	19.29
Maintenance Trades Helper	15.71
Millwright	19.36
Office Appliance Repairer	₁18.73
Painter, Aircraft	18.73
Painter, Maintenance	18.73
Pipefitter, Maintenance	22.65
Plumber, Maintenance	18.73
Pneudraulic Systems Mechanic	19.36
Rigger	19.36
Scale Mechanic	18.02
Sheet-Metal Worker, Maintenance	19.36
Small Engine Mechanic	18.02
Telecommunication Mechanic I	19.36
Telecommunication Mechanic II	20.06
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	19.36
Woodworker	16.45
Miscellaneous Occupations	
Animal Caretaker	9.42
Carnival Equipment Operator	10.00
Carnival Equipment Repairer	10.46
Carnival Worker	8.25
Cashier	8.28
Desk Clerk	10.13
DOOK OIGH	10.10

E		
Embalmer	18.55	
Lifeguard	9.03	
Mortician	16.57	
Park Attendant (Aide)	11.34	
Photofinishing Worker (Photo Lab Tech., Darkroon	•	9.03
Recreation Specialist	14.04	
Recycling Worker	10.00	
Sales Clerk	9.03	
School Crossing Guard (Crosswalk Attendant)		8.25
Sport Official	9.03	
Survey Party Chief (Chief of Party)	14.5	53
Surveying Aide	8.27	
Surveying Technician (Instr. Person/Surveyor Asst	./Instr.)	13.04
Swimming Pool Operator	11.47	
Vending Machine Attendant	10.00	)
Vending Machine Repairer	11.47	7
Vending Machine Repairer Helper	10.	.00
Personal Needs Occupations		
Child Care Attendant	10.13	
Child Care Center Clerk	12.64	
Chore Aid	7.67	
Homemaker	14.04	
Plant and System Operation Occupations		
Boiler Tender	19.36	
Sewage Plant Operator	18.73	
Stationary Engineer	19.36	
Ventilation Equipment Tender	16.45	
Water Treatment Plant Operator	18.7	
Protective Service Occupations		_
Alarm Monitor	11.72	
Corrections Officer	14.88	
Court Security Officer	15.21	
Detention Officer	14.88	
Firefighter	15.37	
Guard I	6.78	
Guard II	11.72	
Police Officer	18.22	
Stevedoring/Longshoremen Occupations	10.22	
Blocker and Bracer	14.18	
Hatch Tender	14.18	
Line Handler	14.18	
Stevedore I	13.54	
Stevedore II	14.74	
Technical Occupations	17.77	
Air Traffic Control Specialist, Center (2)	26.0	7
Air Traffic Control Specialist, Station (2)	17.98	
	19.7	
Air Traffic Control Specialist, Terminal (2) Archeological Technician I	9.08	5
	10.16	
Archeological Technician II		
Archeological Technician III	12.58	
Cartographic Technician	17.75	

Civil Engineering Technician	17.75	00.40
Computer Based Training (CBT) Specialist/ Instru		20.49
Drafter I Drafter II	9.85	
	12.04	
Drafter III	15.21	
Drafter IV	19.39	
Engineering Technician I	12.34	
Engineering Technician II	13.86	
Engineering Technician III	16.02	
Engineering Technician IV	18.63	
Engineering Technician V	22.41	
Engineering Technician VI	26.41	
Environmental Technician	16.92	
Flight Simulator/Instructor (Pilot)	23.17	
Graphic Artist	20.49	
Instructor	19.06	
Laboratory Technician Mathematical Technician	14.16 18.63	
Paralegal/Legal Assistant I	12.98	
Paralegal/Legal Assistant II	16.56	
Paralegal/Legal Assistant III	20.27	
Paralegal/Legal Assistant IV	24.51	
Photooptics Technician Technical Writer	18.63	
	20.67	- <del>7</del>
Unexploded (UXO) Safety Escort	16.5	6.57
Unexploded (UXO) Sweep Personnel		16.57
Unexploded Ordnance (UXO) Technician I		
Unexploded Ordnance (UXO) Technician II		20.05
Unexploded Ordnance (UXO) Technician III		24.02
Weather Observer, Combined Upper Air and Sur		•
Weather Observer, Senior (3)	16.92	
Weather Observer, Upper Air (3)	14.1	0
Transportation/ Mobile Equipment Operation Occup		
Bus Driver	14.04	
Parking and Lot Attendant	7.86	
Shuttle Bus Driver Taxi Driver	9.97 9.52	
Truckdriver, Heavy Truck	9.52 14.68	
Truckdriver, Light Truck	9.97	
Truckdriver, Light Truck Truckdriver, Medium Truck	14.04	
Truckdriver, Tractor-Trailer	17.86	
Hackeriver, Hactor-Haller	17.00	

#### ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span

of continuous service with the present contractor or successor, wherever employed, and with

the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay

for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of

basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard including working with or in close proximity to explosives and incendiary materials involved in research, testing, manufacturing, inspection, renovation, maintenance, and disposal. Such as: Screening, blending, dying, mixing, and pressing of sensitive explosives pyrotechnic compositions such

as lead azide, black powder and photoflash power. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive explosives and incendiary materials. All operations involving regarding and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard. Including working with or in close proximity to explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation and, possibly adjacent employees, irritation

of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used.

All operations involving, unloading, storage, and hauling of explosive and incendiary ordnance material other than small arms ammunition. (Distribution of raw nitroglycerine is

covered under high degree hazard.)

#### OCCUPATION NOTES:

Refuse Collector: The rate for the Refuse Collector occupation applies does not apply to Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe benefits for Cuyahoga County.

#### \*\* UNIFORM ALLOWANCE \*\*

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial

laundering in order to meet the cleanliness or appearance standards set by the terms of the

Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

### \*\* NOTES APPLYING TO THIS WAGE DETERMINATION \*\*

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

#### Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section

4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed

classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the

employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

- 3) The contracting officer reviews the proposed action and promptly submits a report of the
- action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves

the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

#### REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON, D.C. 20210

William W. Gross Director

Division of

Wage Determinations

Wage Determination No.: 1991-0658

Revision No.: 8

Date of Last Revision: 10/31/2000

State: Ohio

Area: Ohio County of Cuyahoga

Employed on NASA contract for Logistics, Technical Information and Publishing, and Administrative and Clerical Services.

Collective Bargaining Agreement between IT Corporation and International Brotherhood of Teamsters, Local 293 effective April 29, 1998 through April 24, 2001.

In accordance with Sections 2(a) and 4(c) of the Service Contract Act, as amended, employees employed by the contractor(s) in performing services covered by the Collective Bargaining Agreement(s) are to be paid wage rates and fringe benefits set forth in the current collective bargaining agreement and modified extension agreement(s).

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT					1. CONTRACT ID	CODE F	PAGE 1 of 22
2. AMENDMENT/MODIFICATION NO. 19	3. EFFECT DEC	1 8 2000	4. REQUISITI	ON/PUI N/		5. PROJE	CT NO. (If applicable)
6. ISSUED BY  ASA Glenn Research Center Attn: Marc , Hudson Services and Construction Branc 21000 Brookpark Road, Mail Sto Cleveland, OH 44135-3191	cc h	DDE 0616/MH	7. ADMINIS		BY (If other than I	Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACT InDyne, Inc.		reet, county, State and Z	(ip Code)		9A. AMENDMENT 9B. DATED (SEE		ITATION NO.
21000 Brookpark Road, M.S. 21- Cleveland, OH 44135-3191	10			$\boxtimes$	10A. MODIFICATI	NAS3-9	NTRACT/ORDER NO. 9179
CODE (BX) (34)	FACIL	TY CODE				lovember	1, 1999
	11. THIS ITE	M ONLY APPLIES TO	AMENDMENTS	OF SO	DLICITATIONS		
The above numbered solicitation is amen Offers must acknowledge receipt of this amend	ded as set fo Iment prior to	rth in Item 14. The hour a the hour and date specifi	nd date specified	d for rec tion or a	eipt of Offers  is samended, by one	extended,	is not extended.
(a) By completing Items 8 and 15, and returnin (c) By separate letter or telegram which include RECEIVED AT THE PLACE DESIGNATED FOFFER. If by virtue of this amendment you demakes reference to the solicitation and this am	g copie es a referenc OR THE REC sire to chang endment, an	es of the amendment; (b) E e to the solicitation and an CEIPT OF OFFERS PRIO e an offer already submitt d is received prior to the o	By acknowledging nendment number R TO THE HOUI ed, such change	g receipt ers. FAII R AND I	of this amendment LURE OF YOUR AC DATE SPECIFIED M	on each copy	of the offer submitted; or GEMENT TO BE
		PPLIES ONLY TO MOD				,	
THIS CHANGE ORDER IS ISS CONTRACT ORDER NO. IN IT	UED PURS	THE CONTRACT/ORD  UANT TO (Specify author)				H IN ITEM 1	4 ARE MADE IN THE
B THE ABOVE NUMBERED CO office, appropriation date, etc.)		RDER IS MODIFIED TO T FORTH IN ITEM 14, P					as changes in paying
C THIS SUPPLEMENTAL AGREE the "Changes" clause and Performance Incentive Fe	d B. 2 TAI ee Adjustr	RGET COSTS AND nents.				graph d. <sup>-</sup>	Гесhnical
5 HERDETANT O	7				· · · · · · · · · · · · · · · · · · ·		···
E. IMPORTANT: Contractor is not, 14. DESCRIPTION OF AMENDMENT/MOD		ed to sign this docume					attance for a list a
This Modification is to accom				riciaariig	y solicitation/contrac	ci subjeci m	atter where reasible.)
add performance standard through April 30, 2001	ls numbe	ers 122, 123, 124,	and 125 fo	r the 3	3 <sup>rd</sup> fee period f	from Nov	ember 1, 2000
2. revise the weight of each p	performa	nce standard with	in tasks 6.0	and	7.0		
<ol><li>revise the positive adjustments performance standards.</li></ol>	nent facto	or (PAF) and nega	tive adjustr	nent f	actor (NAF) in	accorda	nce with the
Except as provided herein, all terms and conditions	of the docum	ent referenced in Item 9A o	r 10A, as heretofo	re chang	jed, remains unchang	ed and in full	force and effect.
15a. NAME AND TITLE OF SIGNER (Type					E OF CONTRACT		
JAMES A. Gallagnes	- Pro	gran Man			rc Hudson, Cor	ntracting (	
15B. CONTRACTOR/OFFEROR	.	15°C. DATE SIGNED	16B. UNITED	STATE	S OF AMERICA	/	16C. DATE SIGNED
BY (Signature of person authorized to si	gn)	12/18/00	BY(Sign	gnature	of Contracting Office	SON cer)	- 12/18/00

NSN 7540-01-152-8070 PREVIOUS EDITION NOT USABLE 4. InDyne's MOC-1 Safety & Health Plan, Doc. MOC1-003 last revised November 29, 1999, is hereby incorporated into the contract by reference.

(END OF TEXT)

### **Technical Performance Incentive Fee Adjustment**

	Per hundredt	h of a percent*		
	PAF	NAF	SPL	AQL
Task Group 1	3.201	8.446	92.19%	80.35%
Task Group 2	2.799	11.650	91.07%	82.49%
Task Group 3	1.250	5.000	80.00%	60.00%
Contract Reporting	3.125	11.111	92.00%	83.00%

# Performance Requirements Summary At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	<b>4</b> .150% 83.00%
1.0 LOGISTICS	15%	13.971% 93.14%	12.307% 82.05%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.500% 87.50%	15.000% 75.00%
3.0 PUBLISHING	20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	9.076% 90.76%	7.780% 77.80%
6.0 ADMINISTRATIVE SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
7.0 CLERICAL SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.289%	79.729%

		Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)		25%	23.047% 92.19%	20.087% 80.35%
TASK GROUP 1 (WBS 2, 3, & 4)		60%	54.642% 91.07%	49.492% 82.49%
TASK GROUP 1 (WBS 6 & 7)		10%	8.000% 80.00%	6.000% 60.00%
CONTRACT REPORTING		5%	4.600% 92.00%	4.150% 83.00%
	TOTALS	100%	90.289%	79.729%

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	andread Danardina		1			Standard	Within Task	Within Contract
Co	ontract Reporting							5%
1	ontract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
Cor 2	ontract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics		·L	L		<u> </u>	rask	15%
	1.1 Property Management S						27%	1
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	50%	10.70	
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	20%		
109	1.2 Freight Traffic	Government Cal Lab items shall be received, processed and delivered within 24 hours after receipt at the dock	95%	90%	Contractor shall verify process and delivery times on a weekly basis.	30%		
	1.4 Supply Management		F-11				27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%	Taok	
	1.5 Transportation Operation	ns		-			27%	<del> </del>
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%	21 70	
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday.  Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%		TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
28	2.0 Imaging Technology	Chemical analysis and mixing average daily data points collected shall be within specifications.	95%	•	TR will perform weekly audits of chemical analysis logs	10%		
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%		Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%		TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%	<u> </u>	
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order:	95%		Contractor chall perform a weekly review of PIMS classed work order file	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%	2070	
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration			l			85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	10 /0	
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)		75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of	Weight	Weight
		Dominion of Chomanoc Standard	J. C.	ACIL	vernication Method	Standard	Within Task	Within Contract
	5.0 Library Services						Tuok	10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
59	5-2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection within 4 working days after receipt and shelflist cards are to be accurate and filed numerically.	90%	<del>78%</del>	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling:	10%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%		Contractor shall perform observation of carts as well as shelf reading and shelflist sampling	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%		Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
107	5-3-1 Subscription Materials	Journal usage reports shall be submitted by the 40th working day in July	99%	0%	TR will verify the date the report is received	4%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%		Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%		Contractor shall perform a semi- annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days,	88%		Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%		Contractor will record each event and the TR will verify each event.	14%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	12%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		17.40%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.64%	
	6.4 Organization Development	and Training Support					641%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the sixmonth period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.51%	
73		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a sixmonth period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		20 50%	
74		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.69%	

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						-11.1	T ,0/-:	Weight
#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1 84%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
76	6-10-Space Program Plan Devalopment Support	Customer surveys, on a scale of 1 through 5, shall maintain an average purport of the maximum score. (80% = an average score of 4.0 on all surveys in a six month period.) (60% = an average score of 3.0 of all surveys in a six month period.)	<del>80%</del>		PIMS will compile the average score of customer catisfaction individual curveys will be available for review.		0.00%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		12:16%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.42%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.45%	
	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1 48%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		G 17%	
113	6.17 Technology Conference: Support	Customer curveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score (30% man average score of 4.0 on all surveys in a six month period.). (60% man average score of 3.0 of all surveys in a cix month period.).	80%	60%	PHAS will compile the average score of customer salisfaction. Individual surveys will be available for review.		0.00%	
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
115	6.20 Army Corps of Engineers Administrative Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.57%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2 37%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5; shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.75%	
118	Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction Individual surveys will be available for review.		3.00%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1 97%	
		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)			PIMS will compile the average score of customer satisfaction individual surveys will be available for review		1.80%	
123	6.27 Advanced Communications Technology Satellite (ACTS) University Education Consortium Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)			PIMS will compile the average score of customer satisfaction individual surveys will be available for review		0.06%	
							100%	

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#	WBS 7.0 Clerical Support	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.55%	5%
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
84	7.6 (Reserved) 7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	]	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
	7.8 (Reserved)	morar period.)					0.00%	
85	and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.01%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.97%	

December 5, 2000

#### MOC-1 Perfo. ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.42%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.12%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		23 43%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.90%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score: (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.99%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7 40%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2 49%	

#### MOC-1 Perfc ce Standards NAS5-39179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		281%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2 34%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1 96%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8 14%	
99	7.24 7700/Engineering Design and Analysis Division		80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		572%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		218%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.87%	

### MOC-1 Perfc\_\_\_\_ice Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.12%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.95%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.76%	
105	Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.43%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1 93%	
124	7.32 0160/Office of the Inspector General	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score: (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction individual surveys will be available for review.		0.07%	
125	7.33 7740/Structural Analysis Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction individual surveys will be available for review		0.52%	
							100%	100%

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT					1. CONTRACT ID	CODE	PAGE	1 of 4
2. AMENDMENT/MODIFICATION NO.	TION NO.   3. EFFECTIVE DATE   4. REQUISITION			N/PURCHASE NO. 5. PROJECT NO			JECT NO.	(If applicable)
20	Ma	rch 16, 2001		N/A				
A ISSUED BY	co	DE 0616/MH	7. ADMINISTI	ERED	BY (If other than It	em 6)	CODE	
ASA Glenn Research Center								
Attn: Marc Hudson	, b							
Services and Construction Brance 21000 Brookpark Road, Mail Sto								
Cleveland, OH 44135-3191	p 000 012							
8. NAME AND ADDRESS OF CONTRACT	TOR (No., str	eet, county, State and Z	ip Code)		9A. AMENDMENT	OF SOL	ICITATIO	N NO.
Indyne, Inc.								
Attn.: James A. Gallagher					9B. DATED (SEE	ITEM 11)		
21000 Brookpark Road, MS 21-1 Cleveland, OH 44135	10		-	$\boxtimes$	10A. MODIFICATION	ON OF C	ONTRACT	T/OPDER NO
Cieveland, On 44133					TUA. MODIFICATIO		-99179	HORDER NO.
					10B. DATED (SEE			
CODE (BX) (34)	FACILI	TY CODE				Nov.	1, 1999	
CODE (BX) (04)	1	M ONLY APPLIES TO	AMENDMENTS	OF SC	OLICITATIONS		<del></del>	
The above numbered solicitation is ame						extended,	is not	extended.
Offers must acknowledge receipt of this amer	ndment prior to	the hour and date specif	ied in the solicitation	on or a	is amended, by one	of the follo	wing meth	ods:
(a) By completing Items 8 and 15, and returni	ng copie	s of the amendment; (b) f	By acknowledging	receip	t of this amendment	on each c	opy of the	offer submitted; or
(c) By separate letter or telegram which include AT THE PLACE DESIGNATED FOR THE RI	des a referenc	e to the solicitation and ar FFERS PRIOR TO THE H	nendment number IOUR AND DATE	s. FAI SPEC	LURE OF YOUR AC	KNOWLE	EDGMENT	F YOUR OFFER. If
by virtue of this amendment you desire to cha	inge an offer a	ilready submitted, such ch	ange may be mad	e by te	elegram or letter, pro	vided eac	h telegram	or letter makes
reference to the solicitation and this amendmental. ACCOUNTING AND APPROPRIATIO			nour and date spe	cineu.		<del></del>		
N/A		, 44 00)						
13.	THIS ITEM A	PPLIES ONLY TO MOD THE CONTRACT/ORD	IFICATIONS OF DER NO. AS DES	CON	TRACTS/ORDERS ED IN ITEM 14.	,		
A THIS CHANGE ORDER IS IS	SUED PURS				ANGES SET FORT	H IN ITE	M 14 ARE	MADE IN THE
CONTRACT ORDER NO. IN	ITEM 10A.							
B THE ABOVE NUMBERED CO	ONITE A OT/O	DDED IS MODIFIED TO	DEEL BOT THE	A DAAL	NISTRATIVE CHAN	ICES (S)	ich as cha	anges in paying
B   THE ABOVE NUMBERED Co	ONTRACT/O	RDER IS MODIFIED TO T FORTH IN ITEM 14, I	PURSUANT TO T	HE A	UTHORITY OF FA	R 43.103	don as cha (b).	uiges iii payiiig
omee, appropriation date, etc	., 52	.,, 0,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					` '	
C THIS SUPPLEMENTAL AGR	EEMENT IS I	ENTERED INTO PURSU	JANT TO AUTHO	RITY	OF:			
the Changes clause								
D OTHER (Specify type of mod	ification and	authority)						
E. IMPORTANT: Contractor X is not,	is requir	ed to sign this docume	ent and return	co	pies to the issuing	office.		
14. DESCRIPTION OF AMENDMENT/MC					·		t matter w	here feasible.)
As of March 13, 2001, the to award fee are revised as	otai estima shown or	ated cost, the cos n the enclosed pa	aes 2 throug	e, ա	ie technical pe	ПОППа	fice lee	, and the
avaid ice are revised as	31101111 01	Taro criorocca pa	900 = 0 = 9					
	<u>.</u>						f. 11 f	- J - # - a h
Except as provided herein, all terms and condition 15A. NAME AND TITLE OF SIGNER (Type)		ment referenced in Item 9A			nged, remains unchanged. TLE OF CONTRAC			
TALLA A C 11	Marc Hudson, Contracting Officer							
15B. CONTRACTOR/OFFEROR	cr, 110	115C. DATE SIGNED	16B. UNITED		ES OF AMERICA			C. DATE SIGNED
1 - MIII			12	7	96.1	1		
BY Jan a. It Myh		3/23/81	BY	cur	2 / TUUL	GCOT)		March 16, 2001
(Signature of person authorized to	sign)		(519	jiiatur	e of Contracting Off	icei)		

NSN 7540-01-152-8070 VIOUS EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

### A. Amount added to baseline on Task Orders approved from August 1, 2000 through October 31, 2000.

		Estimated	Cost	Tech	Award	Target
Baseline for Base Per	riod	Cost	Fee	Fee	Fee	Cost
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	191,046	159,423	185	12,885,224
Task 2.0, 3.0, 4.0		10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0		15,681,973	400,058	94,122	9,685	16,185,838
Reporting		0	0	36,985	0	36,985
Award Fee		0	0	0	244,081	244,081
Total Basel	ine as of Mod 15	38,978,787	816,270	677,220	255,181	40,727,458
Task Order (347) Baseline Aug 2000-Oct 2000						
Task 1.0 & 5.0		92,336	2,439	2,439	542	97,756
Task Orders #242,243		02,000	2, 100	2, 100	012	01,700
Task 2.0, 3.0, 4.0		0	0	0	0	0
None		-	_	_	_	•
Task 6.0 & 7.0		241,487	7,219	7,219	1,609	257,534
Task Orders #325,270,251,348,360,2 314,320,374,209,365,266,313,327,34 307,308,367			,	,	,,,,,	<b>,</b> ,,,,
	Changes	333,823	9,658	9,658	2,151	355,290
New Amounts						
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,626,906	193,485	161,862	727	12,982,980
Task 2.0, 3.0, 4.0		10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0		15,923,460	407,277	101,341	11,294	16,443,372
Reporting		0	0	36,985	0	36,985
Award Fee		0	0	0	244,081	244,081
	Total Baseline	39,312,610	825,928	686,878	257,332	41,082,748

B. Adjust baseline for actual Cost Incentive Fee, Technical Performance Incentive Fee and Award Fee earned in Second Fee Period, May 1, 2000 - October 31, 2000.

	Prior Amounts .	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In			144,606	0	0	0	144,606
Task 1.0 & 5.0			12,626,906	193,485	161.862	727	12,982,980
Task 2.0, 3.0, 4.0	l e e e e e e e e e e e e e e e e e e e		10,617,638	225,166	386,690	1.230	11,230,724
Task 6.0 & 7.0			15,923,460	407,277	101,341	11,294	16,443,372
Reporting			0	0	36,985	0	36,985
Award Fee			0	0	0	244,081	244,081
Total Bas	eline from previous page (Para. A)		39,312,610	825,928	686,878	257,332	41,082,748
	Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Task 1.0 & 5.0			0	15,438	10.632	0	26,070
Task 2.0, 3.0, 4.0			0	18,288	19,622	0	37,910
Task 6.0 & 7.0			0	33,730	4,223	0	37,953
Reporting			0	0	2,529	0	2,529
Award Fee			0	0		(1,351)	(1,351)
	Total Adjustment to Fee		0	67,456	37,006	(1,351)	103,111
	New Amounts						
Phase In			144,606	0	0	0	144,606
Task 1.0 & 5.0			12,626,906	208,923	172,494	727	13,009,050
Task 2.0, 3.0, 4.0			10,617,638	243,454	406,312	1,230	11,268,634
Task 6.0 & 7.0			15,923,460	441,007	105,564	11,294	16,481,325
Reporting			0	0	39,514	0	39,514
Award Fee			0	0	0	242,730	242,730
	Total Baseline		39,312,610	893,384	723,884	255,981	41,185,859

### C. Amount added to baseline on Task Orders approved from November 1, 2000 through March 13, 2001.

Baseline for Base Por Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total Baseline from previous		Estimated Cost 144,606 12,626,906 10,617,638 15,923,460 0 39,312,610	Cost Fee 0 208,923 243,454 441,007 0 893,384	Tech Fee 0 172,494 406,312 105,564 39,514 0 723,884	Award Fee 0 727 1,230 11,294 0 242,730 255,981	Target Cost 144,606 13,009,050 11,268,634 16,481,325 39,514 242,730 41,185,859
Task Order (347) Baseline Nov 2000-Jan 200	•					
Task 1.0 & 5.0		32,729	883	883	197	34,692
Task Orders #301,399,277 Task 2.0, 3.0, 4.0 464		0	0	0	0	0
Task 6.0 & 7.0 Task Orders #433,434,435,437,440 381,363,366,379,322,418,309a,257 306,278,368,432,468,469,364a,267 421,247,383,271,321,347,377,370,2 391,373,378	315,328,375,384,238 358,420,371,376,385	252,984	6,828	9,897	1,519	271,228
32.,55,55	Changes	285,713	7,711	10,780	1,716	305,920
New Amounts						
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Total Baseline	144,606 12,659,635 10,617,638 16,176,444 0 0 39,598,323	0 209,806 243,454 447,835 0 0 <b>901,095</b>	0 173,377 406,312 115,461 39,514 0 734,664	0 924 1,230 12,813 0 242,730 <b>257,697</b>	144,606 13,043,742 11,268,634 16,752,553 39,514 242,730 41,491,779

AMENDMENT OF SOLICITA	TION/MODIFICATION OF CO	ONTRACT		I, CUNTRACTIL	JOODE	1 705	1 of 23
2. AMENDMENT/MODIFICATION NO.	DDIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/			RCHASE NO.	5. PROJ	ECT NO.	(If applicable)
21	November 1, 2000	l i					( 477)
6. ISSUED BY	CODE 0616/MH	T ADMINIS	TEREC	BY (If other than	Item 6)	CODE	
NASA Glenn Research Center tn: Marc Hudson Services and Construction Brand 21000 Brookpark Road, Mail Sto Cleveland, OH 44135-3191	ch				nom oy		
8. NAME AND ADDRESS OF CONTRAC	TOR (No., street, county, State and Z	(ip Code)		9A. AMENDMEN	IT OF SOLI	CITATION	N NO.
Indyne, Inc. Attn: James Gallagh 21000 brookpark Ro Cleveland, OH 4413			9B. DATED (SEI 10A. MODIFICAT 10B. DATED (SE	TION OF CO NAS3- TE ITEM 13)	99179		
CODE (BX) (34)	FACILITY CODE				Novembe	er 1, 199	<del>3</del> 9
(277) (3.1)	11. THIS ITEM ONLY APPLIES TO	AMENDMENT	S OF SC	DUCITATIONS			
The above numbered solicitation is ameroffers must acknowledge receipt of this ameroffers must acknowledge receipt of this ameroffers must acknowledge receipt of this ameroffers and 15, and returnition (c) By separate letter or telegram which includes AT THE PLACE DESIGNATED FOR THE Research of this amendment you desire to chareference to the solicitation and this amendment 12. ACCOUNTING AND APPROPRIATION	ndment prior to the hour and date specifing copies of the amendment; (b) if the set of the solicitation and an eceler of Offers PRIOR TO THE hange an offer already submitted, such chent, and is received prior to the opening	ied in the solicita By acknowledging mendment numb HOUR AND DAT nange may be ma	tion or a g receipt ers. FAI E SPEC ade by te	s amended, by one t of this amendmen LURE OF YOUR A IFIED MAY RESUL Begram or letter, po	e of the follow at on each co ACKNOWLE LT IN REJEC	wing metho opy of the o DGMENT CTION OF	offer submitted; or TO BE RECEIVED YOUR OFFER. If
	THIS ITEM APPLIES ONLY TO MOD IT MODIFIES THE CONTRACT/ORD				S,		
CONTRACT ORDER NO. IN		·	·	ANGES SET FOR	· · · · · · · · · · · · · · · · · · ·		
office, appropriation date, etc.		PURSUÄNT TO	THE A	UTHORITY OF FA			nges in paying
	EEMENT IS ENTERED INTO PURSU CA) Minimum Wages and Frir	-			ent		
D OTHER (Specify type of mode	ification and authority)		<del>-</del>				
E. IMPORTANT: Contractor is not,	is required to sign this docume	ent and return	1 copie	s to the issuing	office.		
14. DESCRIPTION OF AMENDMENT/MC						matter wi	here feasible )
A. The contract values set f by Modification 20) are he	for in paragraph b. Target C ereby further revised on pa	Cost, Target ges 2 throu	Fee, gh 4 l	and Award F nerein.	ee Amoi	unts (as	
B. A new paragraph B.6, be	elow, adds a method for adj	usting the o	contra	ct scope in te	rms of F	TE's.	
	de a part of the contract (se	eventeen pa	iges).				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.  15A. NAME AND TITLE OF SIGNER (Type or print)  16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)							
Jack A. Kelly	. Chief Financial of	r		arc Hudson, C			
15B. CONTRACTOR OFFEROR	15C. DATE SIGNED		STATI	ES OF AMERICA	/	160	C. DATE SIGNED
(Signature of person authorized to	sign) 5   1   0	BY(S	ignature	e of Contracting 5			5/3/01
1540-01-15)-8070 LOUS EDITION NOT USABLE	3	0-105			NDARD FO	RM 30 (R	EV. 10-83)

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

# "b. Target Cost, Target Fee and Award Fee Amounts

Base Year 1

Cost	Phase	Tasks 1.0	Tasks	Tasks 6.0	Reporting	Award	Totals
Elements	In	& 5.0	2.0, 3.0	& 7.0		Fee	Year 1
	·		& 4.0				
	_						
Total							
Estimated	144,622	5,913,274	5,338,782	8,183,954			19,580,632
Cost							
Cost							
Incentive		122,555	144,527	259,655			526,737
Fee			_				
Technical							
Incentive		86,052	201,543	49,854	19,505		356,954
Fee			,				
Award Fee		43,402	80,108	52,353		(1,351)	174,512
Total	144,622	6,165,283	5,764,960	8,545,816	19,505	(1,351)	20,638,835

#### Base Year 2

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Base Year 2
Total Estimated Cost	\$6,496,774	\$4,513,416	\$7,593,948	\$18,604,138
Technical Incentive Fee	137,139	327,459	77,202	541,801
Award Fee	106,767	116,968	219,765	443,500
Total Fee	243,907	444,427	296,967	985,301
Total	\$6,740,681	\$4,957,843	\$7,890,916	\$19,589,439

# Option Year 1

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Total Option	
Fremencs	3.0	3.0 & 4.0	7.0		
Total Estimated Cost	\$6,573,416	\$4,674,006	\$7,640,960	\$18,888,383	
Technical Incentive Fee	138,740	331,350	78,120	548,210	
Award Fee	106,227	121,274	221,244	448,746	
Total Fee	244,967	452,624	299,365	996,956	
Total Contr.	\$6,818,254	\$5,126,631	\$7,940,325	\$19,885,339	

Option Year 2

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Total Option 2
Total Estimated Cost	\$6,691,975	\$4,754,382	\$7,750,150	\$19,196,508
Technical Incentive Fee	140,354	335, 252	79,041	554,647
Award Fee	106,925	123,018	224,083	454,026
Total Fee	247,279	458,270	303,124	1,008,673
Total	\$6,939,551	\$5,212,653	\$8,053,274	\$20,205,181

# Option Year 3

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Total Option 3
Total Estimated Cost	\$6,810,800	\$4,839,769	\$7,862,693	\$19,513,262
Technical Incentive Fee	142,013	339,255	79,987	561,255
Award Fee	107,539	124,897	227,008	459,445
Total Fee	249,552	464,153	306,995	1,020,700
Total	\$7,060,352	\$5,303,922	\$8,169,688	\$20,533,961

# Total Years 2 through 5

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0, & 4.0	Tasks 6.0 &7.0	Total Years 2 through 5
Total Estimated Cost	\$26,572,965	\$18,781,573	\$30,847,752	\$76,202,291
Technical Incentive Fee	558,247	1,333,316	314,350	2,205,913
Award Fee	427,459	486,158	892,100	1,805,717
Total Fee	985,706	1,819,474	1,206,450	4,011,630
Total Contract	\$27,558,671	\$20,601,047	\$32,054,202	\$80,213,920

c. TOTAL CONTRACT VALUES

Totals
All 5 Years

Total Estimated Costs

\$ 95,782,923

Total Fees

5,069,833

Grand Total Cost & Fees

\$100,852,756"

B. The following new provision B.6 is hereby added to the contract:

#### "B.6 CONTRACT SCOPE REVIEW

- A. The total level of contract support may be reviewed at the request of either Party. The total level of support shall be the total actual delivered full-time-equivalent (FTE) personnel (direct labor hours, including major subcontract labor, excluding overtime). For purposes of this review, a FTE is defined as 1836 productive labor hours.
- B. If the review reveals that the level of support is 5 or more FTE above, or below, the negotiated level, the contract amounts shall be equitably adjusted."

# Performance Requirements Summary At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.848% 92.32%	12.907% 86.05%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.500% 87.50%	15.000% 75.00%
3.0 PUBLISHING	20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	8.702% 87.02%	7.470% 74.70%
6.0 ADMINISTRATIVE SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
7.0 CLERICAL SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
TOTAL	S 100%	89.791%	80.018%

	Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)	25%	22.550% 90.20%	20.377% 81.51%
TASK GROUP 1 (WBS 2, 3, & 4)	60%	54.642% 91.07%	49.492% 82.49%
TASK GROUP 1 (WBS 6 & 7)	10%	8.000% 80.00%	6.000% 60.00%
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	89.791%	80.018%

# **Performance Requirements Summary**

At the Highest Task Level

### Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.20%	81.51%	125%	2.551	11.504	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

#### MOC-1 Perfunce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

#### MOC-1 Perfc ...nce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics						070/	15%
	1.1 Property Management Se	rvices					27%	
3		NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4		NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
5	1.1 Property Management	Wall to wall, floor to ceiling equipment- inventory shall be conducted each year by- December 31.	99%	<del>0%</del>	Contractor shall review the inventory open/close report	0%	odd fee p	oeriod
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	20%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	25%	LTOC re	lated
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	20%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	50%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	20%		
109	1.2 Freight Traffic	Government Cal Lab items shall be received, processed and delivered within 24 hours after receipt at the dock.	95%	90%	Contractor shall verify process and delivery times on a weekly basis.	30%		
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	91%	83%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		

#### MOC-1 Perfuence Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
14		Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operation						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday.  Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)		90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		

#### MOC-1 Perfo. ce Standards NAS3-99179

#	was	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	i	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

#### MOC-1 Perfo. .ce Standards NAS3-99179

WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
2.0 Imaging Technology							20%
2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		score of customer satisfaction.	50%		
2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	on-line still image C-log. TR will			
2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order.	95%	90%	1		on hold t	for LTOC
	2.0 Imaging Technology 2.0 Imaging Technology 2.0 Imaging Technology 2.0 Imaging Technology 2.0 Imaging Technology 2.0 Imaging Technology	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  Completed work shall meet the specifications.  Completed work shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.  Financial management information shall be entered into the PIMS-system within 5 days of	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  2.0 Imaging Technology  Completed work shall meet the specifications. 95%  Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.  Financial management information shall be entered into the PIMS-system within 5 days of	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  Completed work shall meet the specifications. 95% 90%  Completed work shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.  Financial management information shall be entered into the PIMS system within 5 days of	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a sixmonth period.) (60% = an average score of 3.0 of all surveys in a sixmonth period.)  2.0 Imaging Technology  Completed work shall meet the specifications.  Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.  Pinancial management information shall be entered into the PIMS-system within 5 days of	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  Completed work shall meet the specifications.  Completed work shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  Completed work shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.  Definition of Performance Standard  Standard  Self.  AGL  Verification Method  Standard  PIMS will compile the average score of customer statisfaction. Individual surveys will be available for review.  50%  TR personal observations.  20%  Contractor shall review the PIMS On-Time Percentage Report  15%  TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.  2.0 Imaging Technology  Financial management information shall be entered into the PIMS-eystem-within 5 days of	Definition of Performance Standard   SPL   AQL   Verification Method   Standard   Task

#### MOC-1 Perfo. .ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%		TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%		30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

#### MOC-1 Perfor ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services						050/	20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool	inou donorio.	T				15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.		LTOC r	elated
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

#### MOC-1 Perfo. ...ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%	Į.	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
			i					

#### MOC-1 Perfo. .ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%		Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	4%	even fe	e periods
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi- annual survey of subscribers (A-L M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access	95%	75%	Contractor reports availability.	10%		
		by customers and library staff.	<del> </del>	-		100%	-	+

#### MOC-1 Perfo. .ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		15.83%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.38%	
	6.4 Organization Development						5.17%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.66%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	<b>9</b>	21.85%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	Э	6.93%	

#### MOC-1 Perfo. ...ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.30%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		15.05%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.44%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.55%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		score of customer satisfaction. Individual surveys will be available for review.		1.37%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.11%	

#### MOC-1 Perfo. ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
115	6.20 Army Corps of Engineers Administrative Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.45%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.19%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.62%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.77%	
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.19%	
122	6.26 Administrative Support for the Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.60%	

#### MOC-1 Perf\ nce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
123	Satellite (ACTS) University Education Consortium Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
126	6.28 Airport Expansion/S-40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.			
							100%	

#### MOC-1 Perf. nce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	7.0 Clerical Support							5%_
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.56%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.83%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.81%	
	7.6 (Reserved)						0.00%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.87%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	score of customer satisfaction. Individual surveys will be available for review.	9	7.73%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	е	3.90%	

Effective: May 1, 2001

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# MOC-1 Perf nce Standards NAS5-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.51%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.85%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.79%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.18%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.80%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.45%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.30%	

#### MOC-1 Perl ...nce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.83%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.28%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.09%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.22%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.61%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	Э	2.20%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	е	0.77%	

#### MOC-1 Peri nce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
102	Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.42%	
103		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.24%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.26%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.73%	
125	7.33 7740/Structural Analysis Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.47%	
		monar period.)	-	1			100%	100%

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT					T 1. CONTRACT ID CODE PAGE 1 of 3				
2. AMENDMENT/MODIFICATION NO.	3. EFFECTI	VE DATE	4. REQUISITION	ON/PUF	RCHASE NO.	5. PRO	ECT NO. (If applicable)		
22	Ju	ine 1, 2001	- 11						
6. ISSUED BY	CO	DE 0616/MH	7. ADMINIS	TERED	BY (If other than It	em 6)	CODE		
SA Glenn Research Center Marc Hudson vices and Construction Brance 21000 Brookpark Road, Mail Stor Cleveland, OH 44135-3191									
8. NAME AND ADDRESS OF CONTRACT	OR (No., stre	eet, county, State and Zi	o Code)	П	9A. AMENDMENT	OF SOL	ICITATION NO.		
Indyne, Inc. Attn: James A. Gallagher 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135					9B. DATED (SEE ITEM 11)  10A. MODIFICATION OF CONTRACT/ORDER  NAS3-99179  10B. DATED (SEE ITEM 13)				
CODE BX 34	FACILI	TY CODE	. 1.1. 2 (444		1		er 1, 1999		
			MENDMENTS	OF SO	DLICITATIONS				
The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing Items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment one each copy of the offer submitted; o (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVE AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. By virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.  12. ACCOUNTING AND APPROPRIATION DATA (If required)  N/A  13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,  IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.  A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)  THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.  B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)  SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  the Changes clause  D OTHER (Specify type of modification and authority)							wing methods: opy of the offer submitted; or DGMENT TO BE RECEIVED CTION OF YOUR OFFER. If n telegram or letter makes  M 14 ARE MADE IN THE		
E. IMPORTANT: Contractor is not, [	is require	ed to sign this docume	nt and return	co	pies to the issuing	office.			
14. DESCRIPTION OF AMENDMENT/MO The Weighted SPL, the PAF which are attached hereto	and the	NAF for Task 5.0	Library and						
Except as provided herein, all terms and condition		ment referenced in Item 9A o							
15A. NAME AND TITLE OF SIGNER (Type			16A. NAME		TLE OF CONTRACT arc Hudson, Co		FICER <i>(Type or print)</i> a Officer		
15B. CONTRACTOR/OFFEROR	EK	15C. DATE SIGNED	16B. UNITED		ES OF AMERICA		16C. DATE SIGNED		
BY Gignature of person authorized to	sign)	6/08/01	BY M	arc	Hudan e of Contracting Off	icer)	June 1, 2001		

NSN 7540-01-152-8070 F 'JS EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

# Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.848% 92.32%	12.907% 86.05%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.500% 87.50%	15.000% 75.00%
3.0 PUBLISHING	20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	9.098% 90.98%	7.470% 74.70%
6.0 ADMINISTRATIVE SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
7.0 CLERICAL SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
TOTAL	.S 100%	90.187%	80.018%

	Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)	25%	22.946% 91.78%	20.377% 81.51%
TASK GROUP 1 (WBS 2, 3, & 4)	60%	54.642% 91.07%	49.492% 82.49%
TASK GROUP 1 (WBS 6 & 7)	10%	8.000% 80.00%	6.000% 60.00%
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.187%	80.018%

# **Performance Requirements Summary**

At the Highest Task Level

# Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	91.78%	81.51%	125%	3.043	9.731	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID	CODE	PAGE 1 of		
2. AMENDME	NT/MODIFICATION NO.	3. EFFECT	TIVE DATE	4. REQUISITION	ON/PU	RCHASE NO.	5. PROJ	ECT NO. (If applicable)
	23	J	luly 18, 2001				0.11100	201 IVO. (II applicable)
6 ISSUED BY	,		DDE 0616/MH	7. ADMINIS	TERE	OBY (If other than It	em 6)	CODE
u: Marc Services a 21000 Bro Cleveland	nn Research Center Hudson and Construction Branc okpark Road, Mail Stop OH 44135-3191	p 500-312	2				·	
8. NAME AND	ADDRESS OF CONTRACT	OR (No., si	treet, county, State and	Zip Code)		9A. AMENDMENT	OF SOLI	CITATION NO.
InDyne, Inc 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135							ON OF CO	ONTRACT/ORDER NO. 99179
						10B. DATED (SEE		- 4 4000
CODE (BX) (			ITY CODE			L	ovembe	r 1, 1999
			EM ONLY APPLIES TO					
Offers must ack	numbered solicitation is amen- nowledge receipt of this amend	dment prior t	o the hour and date spec	ified in the solicitat	tion or a	s amended, by one o		ing methods:
(c) By separate AT THE PLACE by virtue of this reference to the	ig Items 8 and 15, and returnin letter or telegram which include EDESIGNATED FOR THE RE- amendment you desire to chan solicitation and this amendmen	es a reference CEIPT OF Conge an offer a nt, and is rec	ce to the solicitation and a PFFERS PRIOR TO THE already submitted, such o ceived prior to the opening	mendment numbe HOUR AND DATE hange may be ma	ers. FAI E SPEC ide by te	LURE OF YOUR ACT IFIED MAY RESULT Blegram or letter, prov	KNOWLE	TION OF YOUR OFFER IF
12. ACCOUNT	ING AND APPROPRIATION		·					
			PPLIES ONLY TO MO					
A TH	IIS CHANGE ORDER IS ISS DNTRACT ORDER NO. IN IT	UED PURS		••••			IN ITEM	14 ARE MADE IN THE
	HE ABOVE NUMBERED CO fice, appropriation date, etc.)	NTRACT/O SE	RDER IS MODIFIED TO T FORTH IN ITEM 14,	REFLECT THE PURSUANT TO	ADMII	VISTRATIVE CHAN JTHORITY OF FAR	GES (Suc 43.103(b)	h as changes in paying I.
	IIS SUPPLEMENTAL AGRE e CHANGES clause.	EMENT IS	ENTERED INTO PURS	UANT TO AUTH	ORITY	OF:		
<del></del>	THER (Specify type of modifi	cation and	authority) .				····	
E. IMPORTAN	T: Contractor 🔲 is not, 🛭	is requir	ed to sign this docum	ent and return 1	conie	s to the issuing off	ico	
	TON OF AMENDMENT/MOD							natter where feasible )
	dification accomplishe				, , , , , , , , , , , , , , , , , , , ,	,	e dubject i	ratter where reasible.
<ol> <li>show</li> <li>lists t</li> </ol>	ts the fee earned/(los the amounts added he cost and fees for e	to the ba each Tas	sseline on Task C sk Order added F	rders issued ebruary 1, 20	l Febi 001 tl	ruary 6, 2001 t	hrough	April 30, 2001:
4. incorp	porate applicable rev	isions la	nguage of the Sta	itement of W	ork.			
Except as provide	d herein, all terms and conditions	s of the docur	ment referenced in Item 9A	or 10A, as heretofo	re chan	ged, remains unchange	ed and in ful	I force and effect
15A. NAME AN	ID TITLE OF SIGNER (Type	or print)				LE OF CONTRACT		
James A. Gallagher, Program Manager						irc Hudson, Con		
15B. CONTRA	CTOR/OFFEROR		15C. DATE SIGNED	16B. UNITED		S OF AMERICA		16C. DATE SIGNED
BV (Sanati	- a. Allel		7/18/01	101-	1 as	7 / 500 900	·	7/18/01
( <b>&gt;</b> Ignati	re of person authorized to si	gn)		(Sig	gnature	of Contracting Office	er)	

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STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243 NAS3-99179

# A. Fee earned/(Lost) for third fee period, November 1, 2000 through April 30, 2001.

Phase In Task 1.0 & 5.0 Task 2.0, 3.0, Task 6.0 & 7.0 Reporting Award Fee	4.0	Estimated Cost 144,622 12,410,048 9,852,198 15,777,902 0 0 38,184,770	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 223,191 529,002 127,056 19,505 0 898,754	Award Fee 0 150,169 197,076 272,118 0 (1,351) 618,012	Target Cost 144,622 12,905,963 10,722,803 16,436,731 19,505 (1,351) 40,228,273
	Fee Earned/(Lost) Nov 2000-Apr 2001					
Task 1.0 & 5.0 Task 2.0, 3.0, Task 6.0 & 7.0 Reporting	4.0	0 0 0 0	0 0 0	14,243 30,257 2,208 3,386	(4,811) (6,089) (10,028) 0	9,432 24,168 (7,820) 3,386
	Changes	0	0	50,094	(20,928)	29,166
	New Amounts					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, Task 6.0 & 7.0 Reporting Award Fee	4.0	144,622 12,410,048 9,852,198 15,777,902 0 0 38,184,770	0 122,555 144,527 259,655 0 0 526,737	0 237,434 559,259 129,264 22,891 0 948,848	0 145,358 190,987 262,090 0 (1,351) <b>597,084</b>	144,622 12,915,395 10,746,971 16,428,911 22,891 (1,351) <b>40,257,439</b>

### B. Amount added to baseline on Task Orders approved from February 6, 2001 through April 30, 2001.

Baseline for Base Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total Baseline for	om Mod 20 (Para. C)	Estimated Cost 144,622 12,410,048 9,852,198 15,777,902 0 0 38,184,770	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 237,434 559,259 129,264 22,891 0 948,848	Award Fee 0 145,358 190,987 262,090 0 (1,351) 597,084	Target Cost 144,622 12,915,395 10,746,971 16,428,911 22,891 (1,351) 40,257,439
Mar 2001-Apr 2	_					
Task 1.0 & 5.0		0	0	0	0	0
Task 2.0, 3.0, 4.0		0	0	0	0	0
<b>Task 6.0 &amp; 7.0</b> Task Orders #380, 487, 524, 531, 556, 564, 565	545, 545a, 546,	128,626	0	4,247	3,474	136,347
	Changes	128,626	0	4,247	3,474	136,347
New Amount	ts					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Total Baseline	144,622 12,410,048 9,852,198 15,906,528 0 0 38,313,396	0 122,555 144,527 259,655 0 0 526,737	0 237,434 559,259 133,511 22,891 0 <b>953,095</b>	0 145,358 190,987 265,564 0 (1,351) <b>600,558</b>	144,622 12,915,395 10,746,971 16,565,258 22,891 (1,351) 40,393,786

# Task Orders Added February 1, 2001-April 30, 2001 Modification 23

TO#	WBS#	Cost	CF	TF	AF	Total
		0	0	0	0	0
		0	0	0	0	0
Tot	tal for 1.0 & 5.0	0 <b>0</b>	0 <b>0</b>	0 <b>0</b>	0 <b>0</b>	0 <b>0</b>
10	iai ior 1.0 & 5.0	U	U	U ·		U
Total fo	or 2.0, 3.0 & 4.0	0	0	0	0	0
546	6.4.4.1	7,661	0	253	207	8,121
531	6.6	12,280	0	406	332	13,018
556	6.18	44,134	0	1,457	1,192	46,783
545	6.28	34,090	0	0	0	34,090
545a	6.28	393	0	1,138	931	2,462
564	7.10	(9,340)	0	(308)	(252)	(9,900)
380	7.12	15,286	0	505	413	16,204
565	7.14	10,402	0	343	281	11,026
487	7.25	6,633	0	219	179	7,031
524	7.29	7,087	0	234	191	7,512
Tot	al for 6.0 & 7.0	128,626	0	4,247	3,474	136,347
	Grand Total	128,626	0	4,247	3,474	136,347

AMENDMENT OF SOLICITATIO	N/MODIFICATION OF CO	ONTRACT	1. CONTRACT ID	CODE PAGE 1 of 12
2. AMENDMENT/MODIFICATION NO. 3. E	AUG 2 7 2001	4. REQUISITION	/PURCHASE NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY  'ASA Glenn Research Center  Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 50 Cleveland, OH 44135-3191	CODE 0616/MH	7. ADMINISTE	RED BY (If other than	Item 6) CODE
8. NAME AND ADDRESS OF CONTRACTOR	(No., street, county, State and Z	ip Code) [	9A. AMENDMEN	IT OF SOLICITATION NO.
InDyne, Inc. Attn: James A. Gallagher 21000 Brookpark Rd., MS 21-10 Cleveland, OH 44135			10B. DATED (SEL	ION OF CONTRACT/ORDER NO. NAS3-99179 E ITEM 13)
CODE BX 34	FACILITY CODE			November 1, 1999
11. The above numbered solicitation is amended	THIS ITEM ONLY APPLIES TO	<del></del>	·	
Offers must acknowledge receipt of this amendment (a) By completing Items 8 and 15, and returning (c) By separate letter or telegram which includes a AT THE PLACE DESIGNATED FOR THE RECEIP by virtue of this amendment you desire to change a reference to the solicitation and this amendment, a 12. ACCOUNTING AND APPROPRIATION DA	copies of the amendment; (b) E reference to the solicitation and an PT OF OFFERS PRIOR TO THE Han offer already submitted, such chind is received prior to the opening	By acknowledging re nendment numbers. IOUR AND DATE S ange may be made	ceipt of this amendment FAILURE OF YOUR AG PECIFIED MAY RESUL by telegram or letter, pro-	on each copy of the offer submitted; or CKNOWLEDGMENT TO BE RECEIVED
13. THIS	ITEM APPLIES ONLY TO MOD	IFICATIONS OF C	ONTRACTS/ORDERS	<u> </u>
it Mo	ODIFIES THE CONTRACT/ORD	ER NO. AS DESC	RIBED IN ITEM 14.	
THIS CHANGE ORDER IS ISSUED CONTRACT ORDER NO. IN ITEM		ority) THE	CHANGES SET FORT	TH IN ITEM 14 ARE MADE IN THE
B THE ABOVE NUMBERED CONTROL office, appropriation date, etc.)	RACT/ORDER IS MODIFIED TO SET FORTH IN ITEM 14, P	REFLECT THE ALPURSUANT TO TH	OMINISTRATIVE CHAI E AUTHORITY OF FA	NGES (Such as changes in paying R 43.103(b).
C THIS SUPPLEMENTAL AGREEME Service Contract Act of 1965 Contract (52.217-9) (March D OTHER (Specify type of modification	5, As Amended (52.222-45 1989)	ANT TO AUTHOR 5) (May 1989) a	ITY OF: and the Option to E	Extend the Term of the
E. IMPORTANT: Contractor is not, is	required to sign this documen	nt and return 1 co	prior to the inquire	<b>46</b> : ~ ~
14. DESCRIPTION OF AMENDMENT/MODIFIC A. The Government hereby exer	CATION (Organized by UCF seci	tion headings, inclu	uding solicitation/contra	act subject matter where feasible.)
November 1, 2001.  B. New Wage Determination No a part of the contract, effective	o. 1994-2416, Revision I	No. 15. dated	May 10, 2001, is	
except as provided herein, all terms and conditions of the	he document referenced in Item 9A or	r 10A, as heretofore o	changed, remains unchang	ged and in full force and effect.
15A. NAME AND TITLE OF SIGNER <i>(Type or p</i> James A. Gallagher, Progra			TITLE OF CONTRACT Marc Hudson, Co.	TING OFFICER (Type or print) ntracting Officer
15B. CONTRACTOR/OFFEROR  BY (Squature of person authorised to sign)	15C. DATE SIGNED  8/27/01	L	ATES OF AMERICA	16C. DATE SIGNED

.7540-01-152-8070 PREVIOUS EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

C. As the result of exercising of Option 1, the contract values are as shown below:

	PRIOR CONTRACT AMOUNT (Mod. 23)	THIS ACTION (Re. Mod. 21)	RESULTANT CONTRACT AMOUNT
Total Estimated Cost Total Fees	\$38,313,396 \$ 2,080,390	\$18,888,383 \$ 996,956	\$57,201,779 \$ 3,077,346
Total Contract Value	\$40,393,786	\$19,885,339	\$60,278,692

(End of Text)

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON, D.C. 20210

William W. Gross Director

Division of

Wage Determinations

Wage Determination No.: 1994-2416 Revision No.: 15

Date of Last Revision: 05/10/2001

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Wayne

\*\* Fringe Benefits Required Follow the Occupational Listing \*\*

OCCUPATION TITLE	MINIMUM WAGE RATE
Administrative Support and Clerical Occupations	
Accounting Clerk I	8.26
Accounting Clerk II	10.52
Accounting Clerk III	12.36
Accounting Clerk IV	15.12
Court Reporter	15.12
Dispatcher, Motor Vehicle	13.17
Document Preparation Clerk	10.96
Duplicating Machine Operator	10.96
Film/Tape Librarian	10.47
General Clerk I	8.22
General Clerk II	9.35
General Clerk III	10.96
General Clerk IV	13.15
Housing Referral Assistant	16.69
Key Entry Operator I	8.90
Key Entry Operator II	10.69
Messenger (Courier)	7.98
Order Clerk I	9.89
Order Clerk II	11.75
Personnel Assistant (Employment) I	11.0.
Personnel Assistant (Employment) II	12.43
Personnel Assistant (Employment) III	14.59
Personnel Assistant (Employment) IV	17.04
Production Control Clerk	15.16
Rental Clerk	10.47
Scheduler, Maintenance	12.04
Secretary I	12.04
Secretary II	14.93
Secretary III	16.69 ·
Secretary IV	18.23
Secretary V	21.29
Service Order Dispatcher	10.47

WAGE DETERMINATION NO.: 1994-2416 (Rev. 15)	ISSUE DATE: 05/10/2001	Page 2 of 10
Stenographer I		10.73
Stenographer II		12.04
Supply Technician		18.23
Survey Worker (Interviewer)		12.98
Switchboard Operator-Receptionist		10.38
Test Examiner		14.93
Test Proctor		14.93
Travel Clerk I		9.56
Travel Clerk II		10.25
Travel Clerk III		11.01
Word Processor I		10.06
Word Processor II		14.32
Word Processor III		15.61
Automatic Data Processing Occupations		
Computer Data Librarian		9.37
Computer Operator I		10.16
Computer Operator II		13.36
Computer Operator III		15.83
Computer Operator IV		18.92
Computer Operator V		20.96
Computer Programmer I (1)		15.52
Computer Programmer II (1)		17.34
Community December 111 (4)		22.01
Computer Programmer III (1)  Computer Programmer IV (1)		26.14
Computer Systems Analyst I (1)		23.56
Computer Systems Analyst II (1)		27.00
Computer Systems Analyst III (1)		27.62
Peripheral Equipment Operator		\$1.09
		; 1.03
Automotive Service Occupations		10.26
Automotive Body Repairer, Fiberglass Automotive Glass Installer		19.36 18.02
Automotive Glass Installer Automotive Worker		18.02
Electrician, Automotive		18.73
Mobile Equipment Servicer		16.45
• •		19.36
Motor Equipment Metal Mechanic		18.02
Motor Equipment Metal Worker  Motor Vehicle Mechanic		19.36
		15.71
Motor Vehicle Mechanic Helper		
Motor Vehicle Upholstery Worker		17.21
Motor Vehicle Wrecker		18.02
Painter, Automotive		18.73
Radiator Repair Specialist		18.02
Tire Repairer		15.89
Transmission Repair Specialist		19.36
Food Preparation and Service Occupations		
Baker		11.47

WAGE DETERMINATION NO.: 1994-2416 (Rev. 15)	ISSUE DATE: 05/10/2001 Page 3 of 10
Cook I Cook II Dishwasher Food Service Worker Meat Cutter Waiter/Waitress	10.46 11.47 8.44 8.44 12.27 9.04
Furniture Maintenance and Repair Occupations	
Electrostatic Spray Painter Furniture Handler Furniture Refinisher Furniture Refinisher Helper Furniture Repairer, Minor Upholsterer	18.73 13.89 18.73 15.71 17.22 18.73
General Services and Support Occupations	
Cleaner, Vehicles Elevator Operator Gardener House Keeping Aid I House Keeping Aid II Janitor Laborer, Grounds Maintenance Maid or Houseman Pest Controller Refuse Collector Tractor Operator	8.25 9.49 10.46 8.25 9.49 9.49 9.08 7.67 12.59 8.25 10.27
Window Cleaner	10.27
Health Occupations	42.40
Dental Assistant Emergency Medical Technician (EMT)/Paramedi Licensed Practical Nurse I Licensed Practical Nurse III Licensed Practical Nurse III Medical Assistant Medical Laboratory Technician Medical Record Clerk Medical Record Technician Nursing Assistant II Nursing Assistant III Nursing Assistant III Nursing Assistant IV Pharmacy Technician Phlebotomist	13.40 c/Ambulance Driver  10.93 10.02 11.24 12.57 9.89 11.24 10.71 13.54 7.46 8.38 9.15 10.26 12.11 11.24
Registered Nurse I Registered Nurse II Registered Nurse II, Specialist Registered Nurse III	15.57 19.06 19.06 23.06

WAGE	DETERMINATION NO.: 1994-2416 (Rev. 15)	ISSUE DATE: 05/10/2001	Page 4 of 10
	Registered Nurse III, Anesthetist Registered Nurse IV		23.06 27.62
	Information and Arts Occupations		
	Audiovisual Librarian Exhibits Specialist I Exhibits Specialist II Exhibits Specialist III Illustrator I Illustrator III Librarian Library Technician Photographer II		16.56 15.21 17.70 20.40 15.66 18.22 21.00 22.24 12.98 12.04 15.21
	Photographer III		17.70
	Photographer IV Photographer V		20.40 23.77
	Laundry, Dry Cleaning, Pressing and Related	d Occupations	
	Assembler		7.65
	Counter Attendant		7.65
	Dry Cleaner		9.61
. 1	Finisher, Flatwork, Machine		7.65
	Presser, Hand		7.65
	Presser, Machine, Drycleaning		7.65
	Presser, Machine, Shirts		7.65
	Presser, Machine, Wearing Apparel, Laundry	<i>(</i>	7.65
	Sewing Machine Operator		10.26
	Tailor		10.91
	Washer, Machine		8.30
	Machine Tool Operation and Repair Occupat	ions	
	Machine-Tool Operator (Toolroom)		18.81
	Tool and Die Maker		21.51
	Material Handling and Packing Occupations		
	Forklift Operator Fuel Distribution System Operator Material Coordinator Material Expediter Material Handling Laborer Order Filler Production Line Worker (Food Processing)		13.88 17.40 13.54 13.54 11.34 11.02 12.36
	Shipping Packer		12.94
	Shipping/Receiving Clerk		12.94
(i)	Stock Clerk (Shelf Stocker; Store Worker II)	,	15.67
	Store Worker I		11.40
	Tools and Parts Attendant		14.95

Warehouse Specialist	13.00
Mechanics and Maintenance and Repair Occupations	
Aircraft Mechanic	19.36
Aircraft Mechanic Helper	15.71
Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
Cable Splicer	20.49
Carpenter, Maintenance	18.73
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	15.10
Electronics Technician, Maintenance II	19.25
Electronics Technician, Maintenance III	24.98
Fabric Worker	17.21
Fire Alarm System Mechanic	19.36
•	16.45
Fire Extinguisher Repairer	16.26
Fuel Distribution System Mechanic General Maintenance Worker	18.02
	19.36
Heating, Refrigeration and Air Conditioning Mechanic	19.36
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator Instrument Mechanic	19.36
	13.07
Laborer	18.73
Locksmith	20.75
Machi. ery Maintenance Mechanic	19.29
Machinist, Maintenance	15.71
Maintenance Trades Helper	22.26
Millwright	18.73
Office Appliance Repairer	18.73
Painter, Aircraft	18.73
Painter, Maintenance	22.65
Pipefitter, Maintenance	20.49
Plumber, Maintenance	19.36
Pneudraulic Systems Mechanic	19.36
Rigger	18.02
Scale Mechanic	19.36
Sheet-Metal Worker, Maintenance	18.02
Small Engine Mechanic	19.36
Telecommunication Mechanic I	20.06
Telecommunication Mechanic II	19.36
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	16.45
Woodworker	10.45

# Miscellaneous Occupations

-	
Animal Caretaker	9.42
Carnival Equipment Operator	10.00
Carnival Equipment Repairer	10.46
Carnival Worker	8.25
Cashier	8.28
Desk Clerk	10.13
Embalmer	18.55
Lifeguard	9.14
Mortician	18.55
Park Attendant (Aide)	11.48
Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	9.03
Recreation Specialist	14.04
Recycling Worker	10.00
Sales Clerk	9.03
School Crossing Guard (Crosswalk Attendant)	8.25
Sport Official	9.14
Survey Party Chief (Chief of Party)	14.97
Surveying Aide	8.63
Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	13.61
Swimming Pool Operator	13.19
Vending Machine Attendant	11.50
Vending Machine Repairer	13.19
Vending Machine Repairer Helper	11.50
Personal Needs Occupations	
Child Care Attendant	10.13
Child Care Center Clc-k	12.64
Chore Aid	7.70
Homemaker	14.09
Plant and System Operation Occupations	
	19.36
Boiler Tender	18.73
Sewage Plant Operator	19.36
Stationary Engineer	16.45
Vertilation Equipment Tender	18.73
Water Treatment Plant Operator	10.75
Protective Service Occupations	
Alarm Monitor	11.72
Corrections Officer	17.78
Court Security Officer	17.78
Detention Officer	17.78
Firefighter	15.91
Guard I	7.80
Guard II	13.48
Police Officer	19.66

#### Stevedoring/Longshoremen Occupations 16.31 Blocker and Bracer 16.31 Hatch Tender 16.31 Line Handler 15.57 Stevedore I 16.95 Stevedore II **Technical Occupations** 27.37 Air Traffic Control Specialist, Center (2) 18.87 Air Traffic Control Specialist, Station (2) 20.97 Air Traffic Control Specialist, Terminal (2) 10.44 Archeological Technician I 11.68 Archeological Technician II 14.47 Archeological Technician III 19.84 Cartographic Technician 17.75 Civil Engineering Technician 22.91 Computer Based Training (CBT) Specialist/ Instructor 11.13 Drafter I 13.85 Drafter II 17,49 Drafter III 22.26 Drafter IV 12.63 Engineering Technician I 14.19 Engineering Technician II 16.40 Engineering Technician III 19.07 Engineering Technician IV 22.94 Engineering Technician V 27.03 Engineering Technician VI 17.21 Environmental Technician 23.17 Flight Simulator/Instructor (Pilot) 20.49 **Graphic Artist** 19.06 Instructor 15.06 Laboratory Technician 18.63 Mathematical Technician 14.93 Paralegal/Legal Assistant I 19.04 Paralegal/Legal Assistant II 23.31 Paralegal/Legal Assistant III 28.19 Paralegal/Legal Assistant IV 18.63 Photooptics Technician 20.67 **Technical Writer** 17.39 Unexploded (UXO) Safety Escort 17.39 Unexploded (UXO) Sweep Personnel 17.39 Unexploded Ordnance (UXO) Technician I 21.05 Unexploded Ordnance (UXO) Technician II 25.23 Unexploded Ordnance (UXO) Technician III Weather Observer, Combined Upper Air and Surface Programs (3) 16.28 19.46 Weather Observer, Senior (3) 16.28 Weather Observer, Upper Air (3)

### Transportation/ Mobile Equipment Operation Occupations

Bus Driver	15.68
Parking and Lot Attendant	7.86
Shuttle Bus Driver	11.47
Taxi Driver	9.52
Truckdriver, Heavy Truck	15.31
Truckdriver, Light Truck	11.47
Truckdriver, Medium Truck	14.64
Truckdriver, Tractor-Trailer	17.86

### ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

# THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona ( de executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and

hauling of ordance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordance, explosives, and incendiary material differential pay.

#### OCCUPATION NOTES:

Refuse Collector: The rate for the Refuse Collector occupation applies does not apply to Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe benefits for Cuyahoga County.

#### \*\* UNIFORM ALLOWANCE \*\*

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

#### \*\* NOTES APPLYING TO THIS WAGE DETERMINATION \*\*

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. G vernment Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

#### Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such

unlisted class(es) of employees performs any contract work.

- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

AME	NDMENT OF SOLICITA	TION/MO	DIFICATION OF CO	NTRACT		1. CONTRACT ID	CODE	PAGE	1 of 19
2. AMEND	MENT/MODIFICATION NO.	3. EFFECT	TIVE DATE	4. REQUISITI	ON/PU	RCHASE NO.	5. PROJ	ECT NO.	(If applicable)
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# Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.948% 92.98%	12.265% 81.77%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.500% 87.50%	15.000% 75.00%
3.0 PUBLISHING	20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	8.702% 87.02%	7.470% 74.70%
6.0 ADMINISTRATIVE SUPPORT	5%	4.000%	3.000% 60.00%
7.0 CLERICAL SUPPORT	5%	4.000%	3.000%
TOTALS	100%	89.891%	79.376%

	Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)	25%	22.650% 90.60%	19.735% 78.9 <b>4</b> %
TASK GROUP 1 (WBS 2, 3, & 4)	60%	54.642% 91.07%	49.492% 82.49%
TASK GROUP 1 (WBS 6 & 7)	10%	8.000% 80.00%	6.000% 60.00%
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
тоти	ALS 100%	89.891%	79.376%

# Performance Requirements Summary

At the Highest Task Level

## Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.60%	78.94%	125%	2.659	8.577	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

#### MOC-1 Perfo\_\_\_\_\_ice Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	, -	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

#### MOC-1 Perfo. ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics			,			,	15%
	1.1 Property Management S			ļ			27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	20%	odd fee p	eriod
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%	LTOC related	
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		
-	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	91%	83%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

#### MOC-1 Perfore...ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operation						27%	<del> </del>
16		Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%	2,,,,	
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday.  Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		

# MOC-1 Perfor Se Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%		TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

#### MOC-1 Perfo. ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL.	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		

### MOC-1 Perfor. \_\_\_\_\_\_ e Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical F			0=0/			75%	<b>!</b>
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%	· · · · · · · · · · · · · · · · · · ·	

#### MOC-1 Perfore ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services			-				20%
47	4.1 Calibration 4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%	85%	
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	1
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%		Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC re	elated
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

#### MOC-1 Perfor ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56		Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57		Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%		Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

#### MOC-1 Performice Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services 5.1 Circulation	Charging material shall be done in Galaxie when	92%	80%	Contractor shall review circulation			10%
58		the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.			transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%	-	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi- annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days,	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		

#### MOC-1 Perfo ... ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		20.12%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.77%	
	6.4 Organization Development						5.98%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the sixmonth period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.35%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		18.16%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.32%	

# MOC-1 Perfor Se Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.78%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.35%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		18.12%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.10%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.72%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.11%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.48%	

# MOC-1 Performance Stands NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.32%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.25%	
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
122	6.26 Administrative Support for the Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.29%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.45%	
							100.0%	

### MOC-1 Perfo. ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL.	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
80	7.0 Clerical Support 7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.70%	5%
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.11%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.61%	
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.64%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.99%	
	7.8 (Reserved)					1	0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.40%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.19%	

## MOC-1 Perfo. ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.83%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.04%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.89%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		24.21%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.64%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.02%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.70%	

#### MOC-1 Performing ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.64% .	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.03%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.90%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.17%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.68%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.40%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.82%	

# 

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.09%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	-	2.05%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.18%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.08%	
125	7.33 7740/Structural Analysis Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
							100%	100%

AMENDMENT OF SOLICITA	DIFICATION OF CO	NTRACT		1. CONTRACT ID (	CODE	PAGE	
2. AMENDMENT/MODIFICATION NO. 26		TIVE DATE 15/02	4. REQUISITI	ON/PU	CHASE NO.	5. PRO	1 of - JECT NO. (If applicable)
6. ISSUED BY  'ASA Glenn Research Center Attn: Marc Hudson Services and Construction Brance 21000 Brookpark Road, Mail Sto Cleveland, OH 44135-3191	Co h p 500-31:	ODE 0616/MH		STERE	D BY (If other than Ite	em 6)	CODE
8. NAME AND ADDRESS OF CONTRACTION O		treet, county, State and Zi	p Code)		10B. DATED (SEE	TEM 11) ON OF CO NAS3- ITEM 13)	ONTRACT/ORDER NO. 99179
CODE BX 34		ITY CODE				ovembe	er 1, 1999
The above numbered solicitation is amer Offers must acknowledge receipt of this amen (a) By completing Items 8 and 15, and returnir (c) By separate letter or telegram which includ AT THE PLACE DESIGNATED FOR THE RE by virtue of this amendment you desire to chair eference to the solicitation and this amendmen 12. ACCOUNTING AND APPROPRIATION	ded as set for the definition of the definition	o the hour and date specific es of the amendment; (b) Bi ce to the solicitation and am DFFERS PRIOR TO THE He already submitted, such cha ceived prior to the opening he equired)	nd date specified ed in the solicitally y acknowledging endment number DUR AND DATI ange may be ma nour and date sp	d for rection or a greceipers. FAI E SPEC ade by to becified.	ceipt of Offers is e as amended, by one of t of this amendment o LURE OF YOUR ACK SIFIED MAY RESULT elegram or letter, prov	n each co KNOWLE	wing methods:  opy of the offer submitted; or  DGMENT TO BE RECEIVED  CTION OF YOUR OFFER IF
13. T	HIS ITEM A	PPLIES ONLY TO MODI	FICATIONS OF	F CON	TRACTS/ORDERS,		
THIS CHANGE ORDER IS ISS CONTRACT ORDER NO. IN I	SUED PURS FEM 10A.	SUANT TO (Specify autho	rity) Th	HE CHA	ANGES SET FORTH		1 14 ARE MADE IN THE
B THE ABOVE NUMBERED CO office, appropriation date, etc.)	SE	ET FORTH IN ITEM 14, PI	URSUANT TO	THE A	UTHORITY OF FAR		
C THIS SUPPLEMENTAL AGRE the CHANGES clause.	EMENT IS	ENTERED INTO PURSUA	ANT TO AUTH	ORITY	OF:		
D OTHER (Specify type of modif	ication and	authority)					
E. IMPORTANT: Contractor is not,	is requir	ed to sign this documer	t and return 1	copie	s to the issuing offi	ce.	
14. DESCRIPTION OF AMENDMENT/MOI In Modification 24, Option 1 v the costs and fees for Option Statement of Work, as affect	DIFICATION vas exer s 1, 2 an	Organized by UCF sect cised at the negotian of 3 into the three 1	ion headings, ii ated price s Task Group	ncluding \$19,8 os and	g solicitation/contract 85,339. This M d adjusts both t	t subject lodifica	ation 26 breaks out
Except as provided herein, all terms and condition	s of the docu	ment referenced in Item 9A or	10A, as heretofo	ore chan	ged, remains unchange	d and in fu	all force and effect.
15A. NAME AND TITLE OF SIGNER (Type James A. Gallagher, P	or print)			ND TIT	LE OF CONTRACTI arc Hudson, Con	NG OFF	ICER (Type or print)
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED	16B. UNITED		S OF AMERICA		16C. DATE SIGNED
BY (Signature of person authorized to s	ign)	01/14/2002		) <i>Orc</i> gnature	of Contracting Office	₩ er)	_ 1/15/02

NSN 7540-01-152-8070 SEVIOUS EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV. 10-83) (GRC Overprint 09/01)
Prescribed by GSA
FAR (48 CFR) 53.243

## A. Breakdown Option 1 by Task-Amounts from Mod 24

Baseline for Base Per Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Baseline from Mod 24 for Base	e Period (Yrs 1,2)	Estimated Cost 144,622 12,410,048 9,852,198 15,906,528 0 0 38,313,396	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 237,434 559,259 133,511 22,891 0 953,095	Award Fee 0 145,358 190,987 265,564 0 (1,351) 600,558	•
Option 1 from Mod	24					
Task 1.0 & 5.0		6,573,418	0	138,740	106,227	6,818,385
Task 2.0, 3.0, 4.0		4,674,006	0	331,350	121,274	5,126,630
Task 6.0 & 7.0		7,640,960	0	78,120	221,244	7,940,324
	Totals	18,888,384	0	548,210	448,745	19,885,339
Adjusted Breakdow	/n					
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		18, <del>9</del> 83,466	122,555	376,174	251,585	19,733,780
Task 2.0, 3.0, 4.0		14,526,204	144,527	890,609	312,261	15,873,601
Task 6.0 & 7.0		23,547,488	259,655	211,631	486,808	24,505,582
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
	Total Baseline	57,201,780	526,737	1,501,305	1,049,303	60,279,125

# B. Amount added to baseline from Technical Directives #5-38, #41-42 and #44, #46.

	ne for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In Task 1.0 & 5.0		144,622	0	0	0	144,622
		18,983,466	122,555	376,174	251,585	19,733,780
Task 2.0, 3.0, 4.0 Task 6.0 & 7.0		14,526,204	144,527	890,609	312,261	15,873,601
Reporting		23,547,488	259,655	211,631	486,808	24,505,582
Award Fee		0	0	22,891	0 (4.054)	22,891
	coline from Duccious assaults of 04	0	0	0	(1,351)	
I Otal Da	seline from Previous page/Mod 24	57,201,780	526,737	1,501,305	1,049,303	60,279,125
	Directive Baseline Changes lay 2001-Oct 2001					
Task 1.0 & 5.0		0	0	0	0	0
Task 2.0, 3.0, 4.0		0	0	0	0	0
<b>Task 6.0 &amp; 7.0</b> TDs #5-38, 41-42, 4	44, 46	(412,566)	0	(6,626)	(19,014)	(438,206)
	Changes	(412,566)	0	(6,626)	(19,014)	(438,206)
	New Amounts					
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		18,983,466	122,555	376,174	251.585	19,733,780
Task 2.0, 3.0, 4.0		14,526,204	144,527	890,609	312,261	15,873,601
Task 6.0 & 7.0		23,134,922	259,655	205,005		24,067,376
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
	Total Baseline	56,789,214	526,737	1,494,679		59,840,919

## C. Adjusted Baseline for Option 2 as a result of Technical Directives #5-38, #41-42 and #44, #46.

	Baseline for Option 2	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		0	0	0	0	0
Task 1.0 & 5.0	•	6,691,975	0	140,354	106,925	6,939,254
Task 2.0, 3.0, 4.0	U	4,754,382	0	335,252	123,018	5,212,652
Task 6.0 & 7.0		7,750,150	0	79,041	224,083	8,053,274
Reporting		0	0	0	0	0
Award Fee		0	0	0	0	0
	Option Baseline from Mod 23	19,196,507	0	554,647	454,026	20,205,180
Technica	al Directive Baseline Changes May 2001-Oct 2001					
Task 1.0 & 5.0		0	0	0	0	0
Task 2.0, 3.0, 4.0	0	. 0	0	0	0	0
<b>Task 6.0 &amp; 7.0</b> TDs #5-38, 41-42	2, 44, 46	(443,197)	. 0	(6,430)	(18,150)	(467,777)
	Changes	(443,197)	0	(6,430)	(18,150)	(467,777)
	New Amounts					
Phase In		0	0	0	0	0
Task 1.0 & 5.0		6,691,975	0	140,354	106,925	6,939,254
Task 2.0, 3.0, 4.0	)	4,754,382	0	335,252	123,018	5,212,652
Task 6.0 & 7.0		7,306,953	0 ,	72,611	205,933	7,585,497
Reporting		0	0	0	0	0
Award Fee		0	0	0	0	0
	Adjusted Baseline Option 2	18,753,310	0	548,217	435,876	19,737,403

# D. Adjusted Baseline for Option 3 as a result of Technical Directives #5-38, #41-42 and #44, #46.

B Phase In Task 1.0 & 5.0	aseline for Option 3	Estimated	<b>Cost Fee</b> 0 0	<b>Tech Fee</b> 0 142,013	Award Fee 0 107,539	Target Cost 0 7,060,352
Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting		4,839,769 7,862,693 0	0 0 0	339,255 79,987 0	124,897 227,008 0	5,303,921 8,169,688 0
Award Fee	Option Baseline from Mod 23	0 <b>19,513,262</b>	0 <b>0</b>	0 <b>561,255</b>	0 <b>459,444</b>	0 <b>20,533,961</b>
	Directive Baseline Changes May 2001-Oct 2001					
Task 1.0 & 5.0		0	0	0	0	0
Task 2.0, 3.0, 4.0		0	0	. 0	0	0
<b>Task 6.0 &amp; 7.0</b> TDs #5-38, 41-42,	44, 46	(507,261)	0	(6,540)	(18,467)	(532,268)
	Changes	(507,261)	0	(6,540)	(18,467)	(532,268)
	new Amounts					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Adhested Baseline Cutton C	0 6,810,800 4,839,769 7,355,432 0 0	0 0 0 0	0 142,013 339,255 73,447 0	0 107,539 124,897 208,541 0	7,060,352 5,303,921 7,637,420 0
	Adjusted Baseline Option 3	19,006,001	0	554,715	440,977	20,001,693

TD#	WBS #	Cost 0	CF 0 0	TF 0 0	AF 0 0	Total 0 0	Opt Yr 1 CY3	Cost Opt Yr 2 CY4	Opt Yr 3 CY5	Opt Yr 1 CY3	TF Opt Yr 2 CY4	Opt Yr 3 CY5	Opt Yr 1 CY3	AF Opt Yr 2 CY4	Opt Yr 3 CY5	Total
		Ô	0	0	0	0										
Tota	al for 1.0 & 5.0	ō	ŏ	ŏ	Ô	ő										
			_	_	-	•										
Total fo	r 2.0, 3.0 & 4.0	0	0	0	o	0										
27	6.02.12	76,845	0	1,000	2,432	80,277	23231	26037	27577	306	339	355	736	824	873	80278
46	6.11	(829,823)	0	(10,803)	(26,264)	(866,890)	-248496	-285786	-295540	-3273	-3721	-3810	-7865	-9045	-9354	-866890
35	6.13	41,341	0	538	1,308	43,187	11618	14611	15112	153	190	195	368	462	478	43187
12	6.20	(142,290)	0	(1,861)	(4,511)	(148,662)	-59801	-41159	-41330	-792	-536	-533	-1895	-1305	-1310	-148661
5	6.22	137,217	0	1,792	4,350	143,359	54727	41159	41330	724	536	533	1735	1305	1310	143359
13	6.29	395,850	0	76	185	396,111	186931	131949	76970	36	25	15	88	62	36	396112
26	7.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	7.03	36,219	0	358	1,146	37,723	12930	11620	11668	127	115	116	410	368	369	37723
17	7.07	14,656	0	145	465	15,266	5841	4398	4417	57	43	44	185	139	140	15264
21	7.14	3,427	0	.33	109	3,569	3427	0	0	33	0	0	109	0	0	3569
23	7.14.3	17,322	0	171	548	18,041	6059	5620	5643	59	56	56	191	178	179	18041
14 7	7.14.5	(136,889)	0	(1,349)	(4,339)	(142,577)	-56576	-40073	-40240	-553	-396	-400	-1794	-1270	-1276	-142578
8	7.15 7.15	2,250	0	22	71	2,343	2250	0	0	22	0	0	71	0	0	2343
16	7.15 7.15	(125,555)	0	(1,237)	(3,980)	(130,772)	-51880	-36761	-36914	-507	-364	-367	-1644	-1165	-1170	-130772
20	7.15	12,245 2,813	0	118	388	12,751	12245	0	0	118	0	0	388	0	0	12751
24	7.15	34,969	0	27	89	2,929	2813	0	0	27	0	0	89	0	0	2929
33	7.15	6,129	0	345	1,107	36,421	12442	11240	11287	122	111	112	394	356	357	36421
37	7.15	9,644	0	61 94	194	6,384	2146	1987	1996	21	20	20	68	63	63	6384
38	7.15	9,644	0	94 94	305 305	10,043	9645	0	0	94	0	0	306	0	0	10045
36	7.16	3,044 N	0	0	303	10,043 0	9645	0	0	94	0	0	306	0	0	10045
18	7.16.2	(135,143)	0	(1,333)	(4,284)	-	0	0	0	0	0	0	0	0	0	0
22	7.17.2	(100,140)	0	(1,333)	(4,204)	(140,760) 0	-52653	-41159	-41330	-515	-407	-411	-1669	-1305	-1310	-140759
11	7.18	(132,905)	0	(1,309)	(4,213)	(138,427)	0	0	0	0	0	О	0	0	0	0
15	7.18	(122,493)	0	(1,208)	(3,883)	(127,584)	-55857	-38444	-38604	-546	-380	-384	-1770	-1219	-1224	-138428
32	7.18	(113,366)	0	(1,120)	(3,588)	(118,074)	-48819	-36761	-36914	-477	-364	-367	-1547	-1165	-1170	-127584
42	7.18	10,951	0	107	347	11,405	-39691	-36761	-36914	-389	-364	-367	-1256	-1163	-1168	-118073
44	7.19	(21,954)	0	(231)	(695)	(22,880)	10950	0	0	107	0	0	346	0	0	11403
10	7.23	(62,959)	ő	(620)	(1,996)	(65,575)	-9367 -26020	-6281	-6306	-107	-62	-63	-296	-199	-200	-22881
41	7.23	36,187	Ö	358	1.145	37,690	12147	-18431 11995	-18508	-255	-182	-184	-825	-584	-587	-65576
34	7.24	(11,670)	ő	(115)	(369)	(12,154)	-4299		12044	120	119	120	384	380	381	37690
29	7.25	(356,147)	ŏ	(3,515)	(11,272)	(370,934)	-135122	-3678 -110283	-3693	-42	-36	-37	-136	-116	-117	-12154
30	7.26	0	ŏ	(0,010)	(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	(370,334)	-135122	-110283	-110741	-1323	-1091	-1101	-4276	-3490	-3505	-370932
31	7.26	(25,345)	0	(250)	(802)	(26,397)	-8839	- <b>823</b> 6	0	0	0	0	0	0	0	0
9	7.30	3,885	Õ	(230)	(002)	3,890	3885		-8271	-87	-81	-82	-280	-261	-262	-26399
28	7.33	1,922	0	19	61	2,002	1922	0	0	1	0	0	4	0	0	3890
			J	.3		2,002	1922	0	U	19	0	0	61	0	0	2002
Tota	al for 6.0 & 7.0	(1,363,023)	0	(19,592)	(55,637)	(1,438,252)	-412,566	-443,197	-507,261	-6,626	-6,430	-6,540	-19,014	-18,150	-18,467	-1,438,251
	Grand Total															

E. Incorporate revised Statement of Work (SOW). (See Attached)

.

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AMENDMENT OF SOLICITA	TION/MOI	DIFICATION OF CO	DNTRACT		1. CONTRACT ID	CODE P	AGE	1 of
2. AMENDMENT/MODIFICATION NO.	3. EFFECT	IVE DATE	4. REQUISITION	ON/PUF	RCHASE NO.	5. PROJEC		(If applicable)
27	i	arch 15, 2002						
6. ISSUED BY	<del></del>	DE 0616/MH	7. ADMINIS	TERED	BY (If other than i	Item 6) (	CODE	
Attn: Marc Hudson Services and Construction Branc 21000 Brookpark Road, Mail Sto							L	
Cleveland, OH 44135-3191	p 000 012	•						
8. NAME AND ADDRESS OF CONTRACT	TOR (No., st	reet, county, State and Z	(ip Code)		9A. AMENDMEN	T OF SOLICI	TATION	1 NO.
InDyne, Inc. 21000 Brookpark Road, M.S. 21 Cleveland, OH 44135	-9			5	9B. DATED (SEE	· · · · · · · · · · · · · · · · · · ·		ORDER NO.
					10B. DATED (SEE	ITEM 13)		
CODE BX 34	FACIL	ITY CODE			1	Vovember	1, 199	19
		EM ONLY APPLIES TO	AMENDMENTS	OF SO	LICITATIONS			
The above numbered solicitation is amer		<del></del>				extended,	is not 6	
Offers must acknowledge receipt of this amen								
(a) By completing Items 8 and 15, and returning (c) By separate letter or telegram which include AT THE PLACE DESIGNATED FOR THE REBY by virtue of this amendment you desire to chareference to the solicitation and this amendment 12. ACCOUNTING AND APPROPRIATION	des a reference CEIPT OF O inge an offer a ent, and is rec	e to the solicitation and an FFERS PRIOR TO THE H Ilready submitted, such ch eived prior to the opening	nendment numbe IOUR AND DATE ange may be ma	ers. FAIL E SPECII ade by tel	URE OF YOUR AC	CKNOWLEDG T IN REJECT	MENT TON OF	TO BE RECEIVED YOUR OFFER. If
42. T	LUC ITEM A	PPLIES ONLY TO MOD	IEICATIONS OF	E CONT	DACTSIODDEDS			
		THE CONTRACT/ORD				,		
THIS CHANGE ORDER IS IS:		UANT TO (Specify autho	ority) Th	HE CHA	NGES SET FORT	H IN ITEM 1	4 ARE N	MADE IN THE
B THE ABOVE NUMBERED CO office, appropriation date, etc.,		RDER IS MODIFIED TO T FORTH IN ITEM 14, F					as chan	iges in paying
C THIS SUPPLEMENTAL AGRE	EEMENT IS E	ENTERED INTO PURSU	ANT TO AUTH	ORITY (	DF:			
the CHANGES clause.  D OTHER (Specify type of moditions)	fication and a	authority)						
			*					
E. IMPORTANT: Contractor is not,	is require	ed to sign this docume	nt and return 1	copies	to the issuing of	ffice.		
14. DESCRIPTION OF AMENDMENT/MO	DIFICATION	(Organized by UCF sec	tion headings, ii	ncluding	solicitation/contra	ct subject ma	atter who	ere feasible.)
A. The primary purpose of this Modifi October 31, 2001, as set forth on p		•	(baseline) for the	e results	s of the fourth fee e	evaluation pe	riod, Ma	ay 1,2001 through
Performance Standard 61, as it las affects on the two Performance Re						to 14% along	ı with its	concomitant
C. On page G-3 of the contract, in pa three fiscal years of the contract b		· ·	NG, the ceiling r	ate for t	he materials/subc	ontracts shall	(b)	for the last
Except as provided herein, all terms and condition		nent referenced in Item 9A o						
15A. NAME AND TITLE OF SIGNER (Type James A. Gallagher, P		ager	16A, NAME A		E OF CONTRACT			e or print)
15B. CONTRACTOR/OFFEROR	.ogram Mall	15C. DATE SIGNED	168 UNITED		rc Hudson, Co			. DATE SIGNED
1 / MILL			ران الما الما الما الما الما الما الما ال	01/11L	01/11/10/1	n 11 =	100	. 2/112 0101420
Signature of person authorized to s	sian)	3/14/2002	BY /	anature	of Contracting Offi	icer)	_  3	/14/02
	- 3.7		1018					

Modification 27

## A. Update Baseline for Technical Incentive Fee earned and Award Fee lost, 4th fee period, 5/1/01-10/31/01.

Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Baseline from Mod 26 for E	or Base Period  Base Period/Option 1 (Yrs 1,2,3)  If Fee Earned/(Lost)	Estimated Cost 144,622 18,983,466 14,526,204 23,134,922 0 0 56,789,214	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 376,174 890,609 205,005 22,891 0 1,494,679	Award Fee 0 251,585 312,261 467,794 0 (1,351) 1,030,289	Target Cost 144,622 19,733,780 15,873,601 24,067,376 22,891 (1,351) 59,840,919
Task 1.0 & 5.0		0	0	14,673	(6,932)	7,741
Task 2.0, 3.0, 4.0		0	0	28,713	(8,029)	20,684
Task 6.0 & 7.0		0	0	6,926	(14,751)	(7,825)
	Totals	0	0	50,312	(29,712)	20,600
Adjuste	d Baseline					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Total Baseline	144,622 18,983,466 14,526,204 23,134,922 0 0 56,789,214	0 122,555 144,527 259,655 0 0 <b>526,737</b>	0 390,847 919,322 211,931 22,891 0 1,544,991	453,043 0 (1,351)	144,622 19,741,521 15,894,285 24,059,551 22,891 (1,351) <b>59,861,519</b>

## **Performance Requirements Summary**

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.948% 92.98%	12.265% 81.77%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.500% 87.50%	15.000% 75.00%
3.0 PUBLISHING	20%	19.180% 95.90%	18. <b>44</b> 8% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	9.062%	7.782% 77.82%
6.0 ADMINISTRATIVE SUPPORT	5%	4.000%	3.000%
7.0 CLERICAL SUPPORT	5%	80.00% 4.000% 80.00%	60.00% 3.000% 60.00%
тотл	ALS 100%	90.251%	79.688%

	·	Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)		25%	23.010% 92.04%	20.047% 80.19%
TASK GROUP 1 (WBS 2, 3, & 4)		60%	54.642% 91.07%	49.492% 82.49%
TASK GROUP 1 (WBS 6 & 7)		10%	8.000% 80.00%	6.000% 60.00%
CONTRACT REPORTING		5%	4.600% 92.00%	4.150% 83.00%
	TOTALS	100%	90.251%	79.688%

## **Performance Requirements Summary**

At the Highest Task Level

## Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	92.04%	80.19%	125%	3.140	8.438	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving aréa.	14%	V Wilderman	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi- annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days,	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%		Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT						1. CONTRACT ID	CODE	PAGE	1 of 5	
2. Al	MENDI	MENT/MODIFICATION NO. 28	3. EFFECTI		4. REQUISITION	4. REQUISITION/PURCHASE NO. 5. PROJECT NO. (If a				). (If applicable)
6 10	SUED		COI	1, 2001 DE 0616/MH	7 ADMINIS	TERE	OBY (If other than It	tem 6)	CODE	1
Att Se 21	ASA G n: Ma rvices 000 E	Blenn Research Center arc Hudson s and Construction Brand Brookpark Road, Mail Sto ad, OH 44135-3191	ch		7. ADMINIS		o b i (ii otilei tilaii k	em oj	0052	
		ND ADDRESS OF CONTRAC	TOR (No., str	eet, county, State and Z	ip Code)		9A. AMENDMENT	OF SOL	ICITATIO	ON NO.
InDyne, Inc. 21000 Brookpark Road, MS 21-10 Clveveland, OH 44135				, , , , , , , , , , , , , , , , , , , ,	,,		9B. DATED (SEE 10A. MODIFICATION OF THE CONTROL OF	ON OF CO	ONTRAC -99179	
COD	F		FACILI	TY CODE						
			AOIL	TT OODL			N	lovemb	er 1, 19	999
BX:	34									
				M ONLY APPLIES TO	···					
Offer	The abo	ove numbered solicitation is ame acknowledge receipt of this amer	nded as set for adment prior to	rth in Item 14. The hour a the hour and date specif	and date specified ied in the solicita	d for red ition or a	ceipt of Offers is as amended, by one	extended, of the follo		nt extended. hods:
AT T by vir refere	HE PLA tue of the ence to	ate letter or telegram which includ ICE DESIGNATED FOR THE RIGHT on the RIGHT of the RIGHT of the RIGHT of the RIGHT of the Solicitation and this amendment of the Solicitation and the SOLICITY of the RIGHT of the	ECEIPT OF OI inge an offer a ent, and is rec	FFERS PRIOR TO THE Hallready submitted, such cheived prior to the opening	IOUR AND DAT lange may be ma	E SPEC ade by t	CIFIED MAY RESULT elegram or letter, pro	T IN REJE	CTION O	F YOUR OFFER. If
	<del></del>			PPLIES ONLY TO MOD				,		
	Α	THIS CHANGE ORDER IS IS CONTRACT ORDER NO. IN	SUED PURS				ANGES SET FORT	H IN ITEN	VI 14 ARE	MADE IN THE
	* В	THE ABOVE NUMBERED Co office, appropriation date, etc		RDER IS MODIFIED TO T FORTH IN ITEM 14, F						anges in paying
$\boxtimes$	С	THIS SUPPLEMENTAL AGRI the Service Contract Ac						uired W	age Inc	creases, and
	D	Mutual Agreement OTHER (Specify type of mod	ification and a	authority)						
		TANT: Contractor is not,								
- i	Γhis N nto th	MODIFICATION OF AMENDMENT/MODIFICATION OF AM	adjusts the	e contract value a ontract through A	s a result o	f inco	rporating two r	new wa	ige det	terminations
/	A. Th	ne following two new w	age deter	minations are atta	ached heret	o and	d made a part l	hereof:		
		Wage Determination 1 Wage Determination 1	994-2416	Revision No. 16	dated Octo	ber 5	5, 2001 (ten pa			
_		vided herein, all terms and condition		ment referenced in Item 9A			nged, remains unchan TLE OF CONTRAC			
15A	. INAIVIE	E AND TITLE OF SIGNER <i>(Typ.</i> James A. Gallagher,		ager	TOA. NAIVIE		arc Hudson, Co			
_7	CONT	RACTOR/OFFEROR		15C. DATE SIGNED	16B, UNITER		ES OF AMERICA			6C. DATE SIGNED
BY_	Luna	In a bolly	1_	5/20/2002	BY M	arc	Huds	2/1		5/1/00
	(SHG	nature of person authorized to	sign)	<u> </u>	(S	Signatur	e of Contracting Off	ficer)		( '/ 02

B. Summary totals of Contract Baseline. Includes Base Period and all Options. (Equitable Adj Prop \$81,385,682 plus Base Year 1 \$20,824,937.)

Total contract baseline Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Baseline	Estimated Cost 144,622 32,486,241 24,120,355 37,797,307 0 94,548,525	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 673,214 1,593,829 357,989 22,891 0 <b>2,647,923</b>	Award Fee 0 459,117 552,147 867,517 0 (1,351) 1,877,430	Target Cost 144,622 33,741,127 26,410,858 39,282,468 22,891 (1,351) 99,600,615
1 November 2001-31 C	•					
Task 1.0 & 5.0		635,900	0	15,149	20,126	671,175
Task 2.0, 3.0, 4.0		524,386	0	43,176	16,597	584,159
Task 6.0 & 7.0		1,298,712	. 0	14,855	41,103	1,354,670
	Totals	2,458,998	0	73,180	77,826	2,610,004
Adjusted Base	eline					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Total Baseline	144,622 33,122,141 24,644,741 39,096,019 0 0 97,007,523	0 122,555 144,527 259,655 0 0 526,737	0 688,363 1,637,005 372,844 22,891 0 <b>2,721,103</b>	0 479,243 568,744 908,620 0 (1,351) <b>1,955,256</b>	144,622 34,412,302 26,995,017 40,637,138 22,891 (1,351) 102,210,619

B1. Equitable adjustment changes to Base Year 2 and Option 1.

Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4 Task 6.0 & 7.0 Reporting Award Fee	seline for Contract to Date 4.0 Total Baseline from Previous Mod 27	Estimated	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 390,847 919,322 211,931 22,891 0 1,544,991	Award Fee 0 244,653 304,232 453,043 0 (1,351) 1,000,577	. , ,
	itable Adjustment Proposal fective November 1, 2001					
Task 1.0 & 5.0		179,193	0	4,217	5,671	189,081
Task 2.0, 3.0, 4	.0	183,315	0	15,099	5,802	204,216
Task 6.0 & 7.0 TDs #5-38, 41-4	42, 44, 46	453,537	0	5,185	14,354	473,076
	Changes	816,045	0	24,501	25,827	866,373
	New Amounts					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4 Task 6.0 & 7.0 Reporting Award Fee	.0 Total Baseline	144,622 19,162,659 14,709,519 23,588,459 0 0 57,605,259	0 122,555 144,527 259,655 0 0 526,737	0 395,064 934,421 217,116 22,891 0 <b>1,569,492</b>	0 250,324 310,034 467,397 0 (1,351) <b>1,026,404</b>	144,622 19,930,602 16,098,501 24,532,627 22,891 (1,351) <b>60,727,892</b>

B2. Adjusted Baseline for Option 2 as a result of Equitable Adjustment.

Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	seline for Option 2  Option Baseline from Mod 26	Estimated Cost  0 6,691,975 4,754,382 7,306,953 0 0 18,753,310	Cost Fee 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Tech Fee 0 140,354 335,252 72,611 0 0 548,217	Award Fee 0 106,925 123,018 205,933 0 0 435,876	Target Cost 0 6,939,254 5,212,652 7,585,497 0 0 19,737,403
	e Adjustment Proposal ive November 1, 2001					
Task 1.0 & 5.0		212,240	0	5,006	6,717	223,963
Task 2.0, 3.0, 4.0		170,165	0	13,995	5,386	189,546
<b>Task 6.0 &amp; 7.0</b> TDs #5-38, 41-42, 4	<b>14</b> , 46	420,613	0	4,816	13,312	438,741
	Changes	803,018	0	23,817	25,415	852,250
	New Amounts	•				
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Adjusted Baseline Option 2	0 6,904,215 4,924,547 7,727,566 0 0 19,556,328	0 0 0 0 0	0 145,360 349,247 77,427 0 0 572,034	0 113,642 128,404 219,245 0 0 4 <b>61,291</b>	0 7,163,217 5,402,198 8,024,238 0 0 20,589,653

B3. Adjusted Baseline for Option 3 as a result of Equitable Adjustment.

Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	eline for Option 3 Option Baseline from Mod 26	Estimated Cost 0 6,810,800 4,839,769 7,355,432 0 0 19,006,001	Cost Fee 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Tech Fee 0 142,013 339,255 73,447 0 0 554,715	Award Fee 0 107,539 124,897 208,541 0 0 440,977	Target Cost 0 7,060,352 5,303,921 7,637,420 0 0 20,001,693
•	e Adjustment Proposal ve November 1, 2001					
Task 1.0 & 5.0		244,467	0	5,926	7,738	258,131
Task 2.0, 3.0, 4.0		170,906	0	14,082	5,409	190,397
Task 6.0 & 7.0 TDs #5-38, 41-42, 44	4, 46	424,562	0	4,854	13,437	442,853
	Changes	839,935	0	24,862	26,584	891,381
1	New Amounts	-				Ŧ.
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Adjusted Baseline Option 3	0 7,055,267 5,010,675 7,779,994 0 0 19,845,936	0 0 0 0 0	0 147,939 353,337 78,301 0 0 579,577	0 115,277 130,306 221,978 0 0 4 <b>67,561</b>	0 7,318,483 5,494,318 8,080,273 0 0 20,893,074

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON, D.C. 20210

William W. Gross Director

Division of Wage Determinations

Wage Determination No.: 1991-0658

Revision No.: 9
Date of Last Revision: 03/07/2002

State: Ohio

Area: Ohio County of Cuyahoga

Employed on NASA contract for Logistics, Technical Information and Publishing, and Administrative and Clerical Services.

Collective Bargaining Agreement between IT Corporation and International Brotherhood of Teamsters, Local 293 effective April 25, 2001 through April 24, 2004.

In accordance with Sections 2(a) and 4(c) of the Service Contract Act, as amended, employees employed by the contractor(s) in performing services covered by the Collective Bargaining Agreement(s) are to be paid wage rates and fringe benefits set forth in the current collective bargaining agreement and modified extension agreement(s).

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON, D.C. 20210

William W. Gross Director Division of Wage Determinations

Wage Determination No.: 1994-2416 Revision No.: 16

Date of Last Revision: 10/05/2001

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Medina, Portage, Richland, Stark, Summit, Wayne

\*\* Fringe Benefits Required Follow the Occupational Listing \*\*

OCCUPATION TITLE	MINIMUM WAGE RATE
Administrative Support and Clerical Occupations	
Accounting Clerk I	8.26
Accounting Clerk II	10.52
Accounting Clerk III	12.36
Accounting Clerk IV	15.12
Court Reporter	15.12
Dispatcher, Motor Vehicle	13.17
Document Preparation Clerk	10.96
Duplicating Machine Operator	10.96
Film/Tape Librarian	10.47
General Clerk I	8.22
General Clerk II	9.35
General Clerk III	10.96
General Clerk IV	13.15
Housing Referral Assistant	16.69
Key Entry Operator I	8.90
Key Entry Operator II	10.69
Messenger (Courier)	7.98
Order Clerk I	9.89
Order Clerk II	11.75
Personnel Assistant (Employment) I	11.06
Personnel Assistant (Employment) II	12.43
Personnel Assistant (Employment) III	14.59
Personnel Assistant (Employment) IV	17.04
Production Control Clerk	15.16
Rental Clerk	10.47
Scheduler, Maintenance	12.04
Secretary I	12.04
Secretary II	14.93
Secretary III	16.69
Secretary IV	18.23
Secretary V	21.29
Service Order Dispatcher	10.47

WAGE DETERMINATION NO.: 1994-2416 (Rev. 16)	ISSUE DATE: 10/05/2001	Page 2
Stenographer I		10.73
Stenographer II		12.04
Supply Technician		18.23
Survey Worker (Interviewer)		12.98
Switchboard Operator-Receptionist		10.38
Test Examiner		14.93
Test Proctor		14.93
Travel Clerk I		9.56
Travel Clerk II		10.25
Travel Clerk III		11.01
Word Processor I		10.06
Word Processor II		14.32
Word Processor III		15.61
Automatic Data Processing Occupations		
Computer Data Librarian		9.37
Computer Operator I		10.16
Computer Operator II		13.36
Computer Operator III		15.83
Computer Operator IV		18.92
Computer Operator V		20.96
Computer Programmer I (1)		15.52
Computer Programmer II (1)		17.34
Computer Programmer III (1)		22.01
Computer Programmer IV (1)		26.14
Computer Systems Analyst I (1) Computer Systems Analyst II (1)		23.56
Computer Systems Analyst II (1)		27.00
Peripheral Equipment Operator		27.62 11.09
Automotive Service Occupations		11.09
Automotive Body Repairer, Fiberglass		40.00
Automotive Body Repairer, Fiberglass  Automotive Glass Installer		19.36
Automotive Worker		18.02
Electrician, Automotive		18.02
Mobile Equipment Servicer		18.73 16.45
Motor Equipment Metal Mechanic		19.36
Motor Equipment Metal Worker		18.02
Motor Vehicle Mechanic		19.36
Motor Vehicle Mechanic Helper		15.71
Motor Vehicle Upholstery Worker		17.21
Motor Vehicle Wrecker		18.02
Painter, Automotive		18.73
Radiator Repair Specialist		18.02
Tire Repairer		15.89
Transmission Repair Specialist		19.36
Food Preparation and Service Occupations		
Baker		11.47
		11.71

WAGE DETERMINATION NO.: 1994-2416 (Rev. 16)	ISSUE DATE: 10/05/2001	Page 3
Cook I		10.46
Cook II		11.47
Dishwasher		8.44
Food Service Worker		8.44
Meat Cutter		12.27
Waiter/Waitress		9.04
Furniture Maintenance and Repair Occupations	s	
Electrostatic Spray Painter		18.73
Furniture Handler		13.89
Furniture Refinisher		18.73
Furniture Refinisher Helper		15.71
Furniture Repairer, Minor		17.22
Upholsterer		18.73
General Services and Support Occupations		
Cleaner, Vehicles		8.25
Elevator Operator		9.49
Gardener		10.46
House Keeping Aid I		8.25
House Keeping Aid II		9.49
Janitor		9.49
Laborer, Grounds Maintenance		9.08
Maid or Houseman		7.67
Pest Controller		12.59
Refuse Collector		8.25
Tractor Operator		10.27
Window Cleaner		10.17
Health Occupations		
Dental Assistant		13.40
Emergency Medical Technician (EMT)/Parame	dic/Ambulance Driver	10.93
Licensed Practical Nurse I		10.02
Licensed Practical Nurse II		11.24
Licensed Practical Nurse III		12.57
Medical Assistant		9.89
Medical Laboratory Technician		11.24
Medical Record Clerk		10.71
Medical Record Technician		13.54
Nursing Assistant I		7.46
Nursing Assistant II		8.38
Nursing Assistant III		9.15
Nursing Assistant IV		10.26
Pharmacy Technician		12.11
Phlebotomist		11.24
Registered Nurse I		15.57
Registered Nurse II		19.06
Registered Nurse II, Specialist		19.06
Registered Nurse III		23.06

WAGE DETERMINATION NO.: 1994-2416 (Rev. 16)	ISSUE DATE: 10/05/2001	Page 4
Registered Nurse III, Anesthetist Registered Nurse IV		23.06 27.62
Information and Arts Occupations		
Audiovisual Librarian		16.56
Exhibits Specialist I		15.21
Exhibits Specialist II		17.70
Exhibits Specialist III		20.40
Illustrator I		15.66
Illustrator II		18.22
Illustrator III		21.00 22.24
Library Tachnician		12.98
Library Technician Photographer I		12.94
Photographer II		15.21
Photographer III		17.70
Photographer IV		20.40
Photographer V		23.77
Laundry, Dry Cleaning, Pressing and Related	d Occupations	
Assembler		7.65
Counter Attendant		7.65
Dry Cleaner		9.61
Finisher, Flatwork, Machine		7.65
Presser, Hand		7.65
Presser, Machine, Drycleaning		7.65
Presser, Machine, Shirts		7.65
Presser, Machine, Wearing Apparel, Laundry	y	7.65 10.26
Sewing Machine Operator Tailor		10.20
Washer, Machine		8.30
Machine Tool Operation and Repair Occupat	tions	
Machine-Tool Operator (Toolroom)		18.81
Tool and Die Maker		21.51
Material Handling and Packing Occupations		
Forklift Operator		13.88
Fuel Distribution System Operator		17.40
Material Coordinator		13.54
Material Expediter		13.54
Material Handling Laborer		11.34
Order Filler		11.02
Production Line Worker (Food Processing)		12.36
Shipping Packer		12.94
Shipping/Receiving Clerk Stock Clark (Shalf Stocker: Store Worker II)		12.94 15.67
Stock Clerk (Shelf Stocker; Store Worker II) Store Worker I		11.40
Tools and Parts Attendant		14.95
10010 and 1 and 7 attornaum		, ,,,,,

Warehouse Specialist	13.00
Mechanics and Maintenance and Repair Occupations	
Aircraft Mechanic	19.36
Aircraft Mechanic Helper	15.71
Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
Cable Splicer	20.49
Carpenter, Maintenance	18.73
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	15.10
Electronics Technician, Maintenance II	19.25
Electronics Technician, Maintenance III	24.98
Fabric Worker	17.21
Fire Alarm System Mechanic	19.36
Fire Extinguisher Repairer	16.45
Fuel Distribution System Mechanic	16.26
General Maintenance Worker	18.02
Heating, Refrigeration and Air Conditioning Mechanic	19.36
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator	19.36
Instrument Mechanic	19.36
Laborer	13.07
Locksmith	18.73
Machinery Maintenance Mechanic	20.75
Machinist, Maintenance	19.29
Maintenance Trades Helper	15.71
Millwright	22.26
Office Appliance Repairer	18.73
Painter, Aircraft	18.73
Painter, Maintenance	18.73
Pipefitter, Maintenance	22.65
Plumber, Maintenance	20.49
Pneudraulic Systems Mechanic	19.36
Rigger	19.36
Scale Mechanic	18.02
Sheet-Metal Worker, Maintenance	19.36
Small Engine Mechanic	18.02
Telecommunication Mechanic I	19.36
Telecommunication Mechanic II	20.06
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	19.36
Woodworker	16.45

17.78

15.91

7.80

13.48

19.66

**Detention Officer** 

Firefighter

Guard I

Guard II

Police Officer

#### Miscellaneous Occupations 9.42 Animal Caretaker 10.00 Carnival Equipment Operator 10.46 Carnival Equipment Repairer 8.25 Carnival Worker 8.28 Cashier 10.13 Desk Clerk 18.55 Embalmer 9.14 Lifequard 18.55 Mortician 11.48 Park Attendant (Aide) 9.03 Photofinishing Worker (Photo Lab Tech., Darkroom Tech) 14.04 Recreation Specialist 10.00 Recycling Worker 9.03 Sales Clerk 8.25 School Crossing Guard (Crosswalk Attendant) 9.14 Sport Official 14.97 Survey Party Chief (Chief of Party) 8.63 Surveying Aide Surveying Technician (Instr. Person/Surveyor Asst./Instr.) 13.61 13.19 Swimming Pool Operator 11.50 Vending Machine Attendant 13.19 Vending Machine Repairer 11.50 Vending Machine Repairer Helper **Personal Needs Occupations** 10.13 Child Care Attendant 12.64 Child Care Center Clerk 7.70 Chore Aid 14.09 Homemaker **Plant and System Operation Occupations** 19.36 Boiler Tender 18.73 Sewage Plant Operator 19.36 Stationary Engineer 16.45 Ventilation Equipment Tender 18.73 Water Treatment Plant Operator **Protective Service Occupations** 11.72 Alarm Monitor 17.78 Corrections Officer 17.78 Court Security Officer

#### Stevedoring/Longshoremen Occupations 16.31 Blocker and Bracer 16.31 Hatch Tender 16.31 Line Handler 15.57 Stevedore I 16.95 Stevedore II **Technical Occupations** 27.37 Air Traffic Control Specialist, Center (2) 18.87 Air Traffic Control Specialist, Station (2) 20.97 Air Traffic Control Specialist, Terminal (2) 10.44 Archeological Technician I 11.68 Archeological Technician II 14.47 Archeological Technician III 19.84 Cartographic Technician 17.75 Civil Engineering Technician 22.91 Computer Based Training (CBT) Specialist/ Instructor 11.13 Drafter I 13.85 Drafter II 17.49 Drafter III 22.26 Drafter IV 12.63 Engineering Technician I 14.19 Engineering Technician II 16.40 Engineering Technician III 19.07 Engineering Technician IV 22.94 Engineering Technician V 27.03 Engineering Technician VI 17.21 **Environmental Technician** 23.17 Flight Simulator/Instructor (Pilot) 20.49 **Graphic Artist** 19.06 Instructor 15.06 Laboratory Technician 18.63 Mathematical Technician 14.93 Paralegal/Legal Assistant I 19.04 Paralegal/Legal Assistant II 23.31 Paralegal/Legal Assistant III 28.19 Paralegal/Legal Assistant IV 18.63 Photooptics Technician 20.67 **Technical Writer** 17.39 Unexploded (UXO) Safety Escort 17.39 Unexploded (UXO) Sweep Personnel 17.39 Unexploded Ordnance (UXO) Technician I 21.05 Unexploded Ordnance (UXO) Technician II 25.23 Unexploded Ordnance (UXO) Technician III Weather Observer, Combined Upper Air and Surface Programs (3) 16.28 19.46 Weather Observer, Senior (3) 16.28 Weather Observer, Upper Air (3)

#### Transportation/ Mobile Equipment Operation Occupations

Bus Driver	15.68
Parking and Lot Attendant	7.86
Shuttle Bus Driver	11.47
Taxi Driver	9.52
Truckdriver, Heavy Truck	15.31
Truckdriver, Light Truck	11.47
Truckdriver, Medium Truck	14.64
Truckdriver, Tractor-Trailer	17.86

#### ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and

hauling of ordance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordance, explosives, and incendiary material differential pay.

#### **OCCUPATION NOTES:**

Refuse Collector: The rate for the Refuse Collector occupation applies does not apply to Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe benefits for Cuyahoga County.

### \*\* UNIFORM ALLOWANCE \*\*

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

# \*\* NOTES APPLYING TO THIS WAGE DETERMINATION \*\*

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

#### Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees

ISSUE DATE: 10/05/2001

themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

	AME	NDMENT OF SOLICITA	TION/MC	DDIFICATION OF	CON	TRACT		1. CONTRACT ID	CODE	1 of 28
2. A	MEND	MENT/MODIFICATION NO.	3. EFFEC	TIVE DATE	4.	REQUISITION	ON/PU	RCHASE NO.	5. PROJEC	T NO. (If applicable)
		29		July 16, 2002						,
1/ At Se 21	tn: Ma rvice 000 E	BY Glenn Research Center arc Hudson s and Construction Brand Brookpark Road, Mail Sto nd, OH 44135-3191	ch	ODE 0616/M	IH	7. ADMINIS	TERE	OBY (If other than I	tem 6) C	ODE
		ND ADDRESS OF CONTRACT	ΓOR <i>(No.,</i> s	street, county, State a	nd Zip C	ode)		9A. AMENDMEN	T OF SOLICIT	ATION NO
Inl 21	Dyne, 000 E				·	,	$\boxtimes$	9B. DATED (SEE	ITEM 11) ON OF CONT NAS3-99	RACT/ORDER NO.
COD	≣ BX	34	FACI	LITY CODE					November 1	1999
			11. THIS 17	EM ONLY APPLIES	TO AME	ENDMENTS	OF SC		eoverniber 1	, 1999
Offers (a) By (c) By AT The by virt refere	complessed in the complessed i	ove numbered solicitation is amen acknowledge receipt of this amendations and returning tender or telegram which include ICE DESIGNATED FOR THE RE his amendment you desire to char the solicitation and this amendment	dment prior  gcop  es a referen  CEIPT OF (  nge an offer  nt, and is re	to the hour and date spies of the amendment; ce to the solicitation ar DFFERS PRIOR TO TI already submitted, succeived prior to the oper	becified in (b) By act and amend HE HOUF th change	the solicitation the solicitation that the s	on or a receipt rs. FAII SPEC	s amended, by one of t of this amendment of LURE OF YOUR AC	of the following on each copy o KNOWLEDGN	of the offer submitted; or
12. 7		NTING AND APPROPRIATION	N DATA (If I	required)						
		13. TI	HIS ITEM A	APPLIES ONLY TO M S THE CONTRACT/O	MODIFIC	ATIONS OF	CONT	TRACTS/ORDERS,		
	Α	THIS CHANGE ORDER IS ISS CONTRACT ORDER NO. IN 17	UED PUR						HIN ITEM 14	ARE MADE IN THE
	В	THE ABOVE NUMBERED CO office, appropriation date, etc.)	NTRACT/C	RDER IS MODIFIED ET FORTH IN ITEM 1	TO REF	LECT THE .	ADMIN HE AL	IISTRATIVE CHAN JTHORITY OF FAR	GES (Such as ₹ 43.103(b).	s changes in paying
$\boxtimes$		THIS SUPPLEMENTAL AGRE the Changes clause	EMENT IS	ENTERED INTO PU	RSUANT	TO AUTHO	RITY	OF:		
		OTHER (Specify type of modifi	cation and	authority)			······			
	BODT.	ANT: Contractor is not,	71							
		PTION OF AMENDMENT/MOD		red to sign this docu						
	The	e contract values (base ember 1, 2001 through	line) are	adjusted to she	ow the	results o	of the	fifth fee evalu	ation, cov	•
В	(Sł	r the sixth fee period, fr PL), the Acceptable Qu Task and by each Tasl	ality Lev	rels (AQL), and	the po	sitive and	d ned	pative Adjustm	Performai ent Factor	nce Levels rs are set forth
С	The	e Performance Standar	rds for th	ne sixth fee peri	od are	attached	d here	eto and made	a part her	eof (22 pages).
	and	e Department of Defendance a part hereof (2	pages)	and is effective	May 1	11, 2002.				
15A. N	IAME	ded herein, all terms and conditions AND TITLE OF SIGNER (Type	or the docur	ment referenced in Item				ed, remains unchange E OF CONTRACT		
		James A. Gallagher, Pr		ager	',			rc Hudson, Con		
15B. C	ONTE	ACTOR/OFFEROR	•	15C. DATE SIGNED	) 16E	B. UNITED S		S OF AMERICA		16C. DATE SIGNED
3Y	Sian	ature of person authorized to si	an)	7/16/2002	BY_		20°	Hudson of Contracting Office	<u></u>	7/16/02
	J. J.g.	0. po. 3011 ddd 1011260 10 31	911/	l		(Sigi	iature	or Contracting Offic	er)	<u> </u>

# A. Incorporate fee earned/lost for the fifth fee period, November 1, 2001 through April 30, 2002.

Baseline for Contract to Da Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total Baseline from Pres		Estimated Cost 144,622 19,162,659 14,709,519 23,588,459 0 0 57,605,259	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 395,064 934,421 217,116 22,891 0 1,569,492	Award Fee 0 250,324 310,034 467,397 0 (1,351) 1,026,404	Target Cost 144,622 19,930,602 16,098,501 24,532,627 22,891 (1,351) 60,727,892
Fee Earned/Lost 5th Fee Period, 11/1/01-4/30	02					
Task 1.0 & 5.0		0	0	16,088	(7,689)	8,399
Task 2.0, 3.0, 4.0		0	0	33,987	(8,524)	25,463
Task 6.0 & 7.0 TDs #5-38, 41-42, 44, 46		0	0	5,971	(14,287)	(8,316)
	Changes	0	0	56,046	(30,500)	25,546
New Amounts						
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee		144,622 19,162,659 14,709,519 23,588,459 0	0 122,555 144,527 259,655 0 0	0 411,152 968,408 223,087 22,891 0	0 (1,351)	144,622 19,939,001 16,123,964 24,524,311 22,891 (1,351)
Te	otal Baseline	57,605,259	526,737	1,625,538	995,904	60,753,438

Modification 29

# Performance Requirements Summary At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.856% 92.38%	12.921% 86.14%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.710% 88.55%	15.350% 76.75%
3.0 PUBLISHING	20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	8.702% 87.02%	7.470% 74.70%
6.0 ADMINISTRATIVE SUPPORT	5%	4.067% 81.35%	3.121% 62.42%
7.0 CLERICAL SUPPORT	5%	4.000%	3.000%
TOTALS	100%	90.077%	80.504%

		Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)		25%	22.558% 90.23%	20.391% 81.56%
TASK GROUP 2 (WBS 2, 3, & 4)		60%	54.852% 91.42%	49.842% 83.07%
TASK GROUP 3 (WBS 6 & 7)		10%	8.067% 80.67%	6.121% 61.21%
CONTRACT REPORTING		5%	4.600% 92.00%	4.150% 83.00%
	TOTALS	100%	90.077%	80.504%

# **Performance Requirements Summary**

At the Highest Task Level

# Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.23%	81.56%	125%	2.560	11.535	25%	100%
Task Group 2	91.42%	83.07%	125%	2.913	11.976	25%	100%
Task Group 3	80.67%	61.21%	125%	1.294	5.138	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11,111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

#### MOC-1 Perf nce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

#### MOC-1 Perf ice Standards NAS5-99179

			<u> </u>				1	<del></del>
#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics						<u> </u>	15%
	1.1 Property Management S						27%	1
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	20%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	25%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	20%		
	1.2 Freight Traffic		<b></b>				19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%	1970	
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		-
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error.	91%	83%	Contractor shall review the NSMS destination transaction screen monthly.	20%	21 70	
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

#### MOC-1 Perfi ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contrac
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operatio	ns					27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%	21%	
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19		Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20		Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21		Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22		Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23		Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%		TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24		Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		

#### MOC-1 Perf ce Standards NAS5-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
27		Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

#### MOC-1 Perfo ice Standards NAS5-99179

WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
							20%
2.0 imaging rechnology	customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or fa ce-to-face customer surveys will be conducted each month.	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	98%	95%	Contractor shall review the PIMS On-Time Percentage Report	15%		
	Video, Audio/Visual, and multimedia masters shall be posted to appropriate record keeping system within 30 days following completion	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
2.0 Imaging Technology	Progress reports of project budget status shall be completed within 2 weeks of the end of the month.	95%	90%	Contractor shall review the budget reports.	5%		
2.0 Imaging Technology	C-log still images shall be posted within 2 days of receipt of image by office staff.	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
2.0 Imaging Technology	Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number; title; date; etc.)	98%	95%	Contractor shall perform a random sampling throughout the week.	20%		
	2.0 Imaging Technology  2.0 Imaging Technology  2.0 Imaging Technology  2.0 Imaging Technology  2.0 Imaging Technology  2.0 Imaging Technology	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or fa ce-to-face customer surveys will be conducted each month.  2.0 Imaging Technology  Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  Video, Audio/Visual, and multimedia masters shall be posted to appropriate record keeping system within 30 days following completion  Progress reports of project budget status shall be completed within 2 weeks of the end of the month.  C-log still images shall be posted within 2 days of receipt of image by office staff.  Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number;	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or fa ce-to-face customer surveys will be conducted each month.  2.0 Imaging Technology  Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  Video, Audio/Visual, and multimedia masters shall be posted to appropriate record keeping system within 30 days following completion  Progress reports of project budget status shall be completed within 2 weeks of the end of the month.  C-log still images shall be posted within 2 days of receipt of image by office staff.  Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number;	2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or fa ce-to-face customer surveys will be conducted each month.  2.0 Imaging Technology  Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  2.0 Imaging Technology  Video, Audio/Visual, and multimedia masters shall be posted to appropriate record keeping system within 30 days following completion  Progress reports of project budget status shall be completed within 2 weeks of the end of the month.  C-log still images shall be posted within 2 days of receipt of image by office staff.  Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number;	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or fa ce-to-face customer surveys will be conducted each month.  2.0 Imaging Technology  Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  2.0 Imaging Technology  Video, Audio/Visual, and multimedia masters shall be posted to appropriate record keeping system within 30 days following completion  Progress reports of project budget status shall be completed within 2 weeks of the end of the month.  2.0 Imaging Technology  Contractor shall review the PIMS On-Time Percentage Report  Contractor shall perform a random sampling throughout the week.  Contractor shall review the budget reports.  Contractor shall perform a random sampling throughout the week.  2.0 Imaging Technology  Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also.  (Packaging to include appropriate project number;	2.0 Imaging Technology  2.0 Imaging Technology  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or face-to-face customer surveys will be conducted each month.  2.0 Imaging Technology  Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.  2.0 Imaging Technology  Video, Audio/Visual, and multimedia masters shall be posted to appropriate record keeping system within 30 days following completion  Progress reports of project budget status shall be completed within 2 weeks of the end of the month.  C-log still images shall be posted to the quality of finished product. These checked for the quality of finished product. These checked for the quality of finished product. These checked for the completeness of packaging also. (Packaging to include appropriate project number;	2.0   Imaging Technology   2.0   Imaging Technology   Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) A minimum of 10 telephone or face-to-face customer surveys will be conducted each month.   50%   Sometime of 2.0   Sometime of

#### MOC-1 Perfi ce Standards NAS5-99179

#	WBS 3.0 Publishing	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contrac
	3.1 Scientific and Technica	J Publiching	ļ					20%
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%	75%	
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating					· · · · · · · · · · · · · · · · · · ·	25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%	23 %	
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

# MOC-1 Perf ice Standards NAS3-99179

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
-	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool		-				15%	-
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC re	lated
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		Effective A

Effective: May 1, 2002

#### MOC-1 Perf. ce Standards NAS3-99179

4.2 Instrument Pool Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)  4.2 Instrument Pool Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.  85% 75% Contractor shall review daily sign in sheet for the instrument pool.  15%  Contractor shall review daily sign in sheet for the instrument pool.  86% Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	. Weight Within Task	Weight Within Contract
be available for immediate access by the equipment on the list meets the availability	56	4.2 Instrument Pool	the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is		75%		15%		
	57	4.2 Instrument Pool	be available for immediate access by the	90%	80%	equipment on the list meets the availability			

#### MOC-1 Perf nce Standards NAS5-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelf list cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelf list sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	4%	even fee	periods
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		

#### MOC-1 Peri nce Standards NASJ-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		

#### MOC-1 Perf ice Standards NAS5-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		14.49%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.51%	
	6.4 Organization Developmen	l t and Training Support					6.41%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%	0.4170	
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the sixmonth period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.70%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
73		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		19.63%	
1	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.50%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.92%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.45%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		11.27%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.26%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.59%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.20%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.16 Mobile Television Produc	· · · · · · · · · · · · · · · · · · ·					0.49%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
150	6.16 Mobile Television Production Van	The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.	95%	90%	Supervisor shall verify on a monthly basis that the satellite dish has been exercised with a 60-day period of non-use.	90%		
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	1	3.31%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.43%	

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WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.43%	
6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.69%	
6.26 Administrative Support for the Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.40%	
6.28 Airport Expansions - 40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.24%	
6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.01%	
Coordination	maintain an average percent of the maximum score. (80% = an average score of 4.0 on all	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.50%	
	6.24 Educational Technology Specialist  6.25 Internal Communications Officer  6.26 Administrative Support for the Manufacturing Engineering Division  6.28 Airport Expansions - 40 Asset Relocation  6.29 History of NASAs Plum Brook Reactor Facility  6.30 IFMP Training Coordination	6.24 Educational Technology Specialist  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.25 Internal Communications Officer  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.)  6.26 Administrative Support for the Manufacturing Engineering Division  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. 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(60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.28 Airport Expansions - 40 Asset Relocation  Customer surveys, on a scale of 1 through 5, shall surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.29 History of NASAs Plum Brook Reactor Facility  Customer surveys, on a scale of 1 through 5, shall surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.29 History of NASAs Plum Brook Reactor Facility  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.30 IFMP Training  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. 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#		WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6,31	Records Management						8%	
136	6.31	Records Management	Cartons requested from Plum Brook shall be completed within 24 hours from receipt of customer request.	98%	90%	Monthly review of the fax requests and excel and RMSS database	10%		
137	6.31	Records Management	Contracts and folders requested from Plum Brook shall be completed within 24 hours from receipt of customer request.	98%	90%	Monthly review of the fax requests and excel database.	10%		
138	6.31		Cartons shall be shipped to Plum Brook within two weeks after the MTS delivery ticket is generated for the pickup of the record boxes	95%	90%	Monthly review of C-277 files, databases, MTS delivery system and warehouse.	10%		
139	6.31	Records Management	Folders shipped to Plum Brook shall be processed within 48 hours after receipt of the folder.	98%	90%	Monthly review of excel database, pending and completed material receipt.	10%		
140	6.31		Shelf location shall be accurately updated in RMSS with the assigned shelf locations.	98%	90%	Monthly review of C-7091, RMSS and C-277	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
141	6.31 Records Management	Records waiting for destruction (with correct schedule and retention information) shall be completed within two weeks after receiving initial report.	95%	90%	Monthly review of DAC reports	10%		
142	6.31 Records Management	DAC records will be correctly entered into the RMSS and excel databases.	95%	90%	Monthly review of excel and RMSS databases, completed DAC cards, report.	10%		
143	6.31 Records Management	Updates to the RMSS will be completed with 3 days after receipt.	95%	90%	Monthly review of RMSS	10%		
144	6.31 Records Management	NARA transfer records paperwork shall be completed within 2 weeks after boxes are pulled from Plum Brook	98%	90%	Monthly verify transfer paperwork against C- 277 and record boxes	10%		
145	6.31 Records Management	NASA transfer records paperwork, skidding, and updating of record boxes and databases will be processed accurately within 2 weeks after receipt of paperwork from Headquarters	98%	90%	Monthly verify paperwork to record boxes, C 277, paperwork received from HQs and shipping document.	10%		
							100.0%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contrac
	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.73%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.47%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.67%	
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.07%	
84		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.13%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)							
			r					

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.49%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.50%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.98%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.43%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.26%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		24.56%	

Effective: May 1, 2002

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WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.73%	
7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.11%	
7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.17%	
7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.78%	
7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.11%	
7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
	7.16 6100/Space Communications Office  7.17 6500/Space Transportation Project Office  7.18 6700/Microgravity Science Division  7.20 7100/Computer Services Division  7.21 7200/Test Installation Division  7.22 7400/Manufacturing Engineering Division	7.16 6100/Space Communications Office  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  7.17 6500/Space Transportation Project Office  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  7.18 6700/Microgravity Science Division  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  7.20 7100/Computer Services Division  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.)  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an	7.16 6100/Space Communications Office  Commun	7.16 6100/Space Communications Office Communications Communicati	7.16 6100/Space Communications Office Communications Commu	7.16 6100/Space Communications Office Communications Communications Office Communications Communications Office Communications Communica	7.16 6100/Space Communications Office Commun

Effective: May 1, 2002

### MOC-1 Perf. ice Standards NAS3-99179

	T			1	T		1	г
#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.32%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.77%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.21%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.89%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.14%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.13%	

Effective: May 1, 2002

### MOC-1 Perfu ice Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
105	Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.21%	
121	Innovative Research (SBIR) and Small Business Technology Transfer (STTR)	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.15%	
							100%	100%

# DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION (The requirements of the DoD Industrial Security Manual apply

to all security aspects of this effort)

1.	CL	EAF.	<b>EDNAY</b>	AND	SAF	EGUARD	ING
_							

a. FACILITY CLEARANCE REQUIRED

SECRET

b. LEVEL OF SAFEGUARDING REQUIRED

						NONE		
2. Th	IIS SPECIFICATION IS FOR: (X and complete	as app	licabl	θ)	3. TI	IIS SPECIFICATION IS: (X and complete as applicable)		
×	a. PRIME CONTRACT NUMBER NAS3-99179				×	a. ORIGINAL (Complete date in all cases) DATE (YY)	YMM	DD)
	b. SUBCONTRACT NUMBER			•	×	b. REVISED REVISION NO. DATE (YYY) (Supersedes all previous specs) 2 20020511	YMMI	DD)
	c. SOLICITATION OR OTHER NUMBER DUE	DATE	(YYY	YMMDD)		c. FINAL (Complete item 5 In all cases)  DATE (YYY	YMME	DD)
4, IS	THIS A FOLLOW-ON CONTRACT?	YES		X NO.	If Yes,	complete the following:		
ł	assified material received or generated under		_		(Pr	eceding Contract Number) is transferred to this follow-on contract.		
6. IS	THIS A FINAL DD FORM 254?	YES	Ŧ	X NO.	If Yes.	complete the following:		
	response to the contractor's request dated  ONTRACTOR (Include Commercial and Govern					material is authorized for the period of		==
	AME, ADDRESS, AND ZIP CODE	ment E	nuty			c. COGNIZANT SECURITY OFFICE (Name, Address, and	1 Zin Co	ndo)
•	ne, Inc.			1M4G8		Defense Security Service	· Lip Oc	,007
2100	0 BrookPark Road				`	Central Region		
Cleve	eland, OH 44135					5800 E. Campus Circle Drive, #110A Irving, TX 75063		
ł								
	JBCONTRACTOR AME, ADDRESS, AND ZIP CODE			L CACE	CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, an	d 7in C	adal
n/a	ame. Address, and zip code			b. CAGE	CODE	n/a	u zip Ci	oue
•								
					¥.,			
¹				<u> </u>	<u>.                                    </u>			
	CTUAL PERFORMANCE			. 2.25		COOLUMN COOLUMN COOLUMN	474.6	
	OCATION A Glenn Research Center			n/a	CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, an Defense Security Service	3 ZIP C	000)
	0 BrookPark Road			IIIa	•	Central Region		
Cleve	eland, OH 44135					5800 E. Campus Circle Drive, #110A		
l						Irving, TX 75063		
		_						
	ENERAL IDENTIFICATION OF THIS PROCUR							
Logis	tics, imaging technology, publishing, metrology,	library,	mail t	nandling, tr	anspor	tation of mail and packages, and administrative and cleric	al	
SULATE	ces. Two (2) year base period and option for up	to inree	(3) a	aditional y	ears.			
					•			
10. C	ONTRACTOR WILL REQUIRE ACCESS TO:	YES	NO	11. IN PE	RFOR	MING THIS CONTRACT, THE CONTRACTOR WILL:	YES	NO
a. C0	DMMUNICATIONS SECURITY (COSMEC) INFORMATION		×	S. HAVE A	CCESS T	O CLASSIFIED INFORMATION ONLY AT ANOTHER FACILITY OR A GOVERNMENT FACILITY		×
b. RE	STRICTED DATA	×				FIED DOCUMENTS ONLY		×
c. CF	UTICAL NUCLEAR WEAPON DESIGN INFORMATION	×		c. RECEIVI	E AND GI	ENERATE CLASSIFIED MATERIAL	1	×
d FC	DRMERLY RESTRICTED DATA	×		d. FABRIC	ATE, MO	DIFY, OR STORE CLASSIFIED HARDWARE		×
a, IN	TELLIGENCE INFORMATION	11/1/14	المركور. كالمركز	e. PERFOR			×	
(1)	Sensitive Compartmented Information (SCI)		×	FUERTO	RICO, U	DU.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., S. POSSESSIONS AND TRUST TERRITORIES		X
(2)	Non-SCI		×	CENTER	HORIZED (OTIC) (	TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION OF OTHER SECONDARY DISTRIBUTION CENTER	×	
r. SPI	ECIAL ACCESS INFORMATION	×		h. REQUIR	E A COM	SEC ACCOUNT		×
	ATO INFORMATION	×		I. HAVE TE	MPEST	REQUIREMENTS	<u> </u>	×
h, FC	PREIGN GOVERNMENT INFORMATION		×	I. HAVE OF	ERATIO	NS SECURITY (OPSEC) REQUIREMENTS		×
I. LIM	RITED DISSEMINATION INFORMATION	×				TO USE THE DEFENSE COURIER SERVICE		×
	R OFFICIAL USE ONLY INFORMATION	×		L OTHER	Spealfy)			
Admi	HER (Specify)  nistratively Controlled Information (ACI)					·	1	
ĺ	, , ,	$ \mathbf{x} $	1					}
		1		l				

12.	· · · ·	approved for public releases	o this co ase by a ph (Speci	appropriate U.S. Government authority. I	semination except as provided Proposed public releases shall be
	NASA Headquarters, Public Affairs Office, Washi	ngton, UC 20546			
	to the Directorate for Freedom of Information and Securi- in the case of non-DoD User Agencies, requests for dis-	ly Review, Office of the closure shall be submitt	Assista ed to th	nt Secretary of Defense (Public Affairs)* at agency.	for review.
13.	SECURITY GUIDANCE. The security classification this guidance or if any other contributing factor indicates recommended changes; to challenge the guidance or the and to submit any questions for interpretation of this guid handled and protected at the highest level of classifications expansible correspondence, any documents/guides/extractions.	<ul> <li>a need for changes in the e classification assigned dance to the official identification on assigned or recommendation</li> </ul>	his guid d to any ulified by ended.	lance, the contractor is authorized and ei information or material fumilehed or gen- alow. Pending final decision, the informa (FIII in as appropriate for the classified e	ncouraged to provide erated under the contract; liton involved shall be ffort. Attach, or forward under
	The contractor will have no off-site storage requi	rements of classified	Inform	nation. All classified information will	l be stored at the NASA Glenn
İ	NASA Security Procedures and Guidelines, NPG	3 1620.1 as currently	revise	d.	
	NASA Security of Information Technology, NPG	2810.1 as currently r	evised	l <b>.</b>	
	SEE APPENDED DO FORM 254, IF APPLICABI	LE.			
		• .	<b>6</b> 0 :	n.	
		r	•	<b>A</b> 1	
				•	
14.	ADDITIONAL SECURITY REQUIREMENTS. RO	equirements, in addit	ion to	ISM requirements, are established i	for this contract. YES X NO
	(If Yes, Identify the pertinent contractual clauses in the correquirements. Provide a copy of the requirements to the	ontract document itself,	ar provi	de an appropriate statement which identi	
	INSPECTIONS. Elements of this contract are ou				
	(If Yes, explain and identify specific areas or elements ca	rved out and the activity	/ respor	nsible for inspections. Use Item 13 if add	illional space is needed.)
16.	CERTIFICATION AND SIGNATURE. Security r Information to be released or generated unde	equirements stated	l herei	n are complete and adequate for	safeguarding the classified
	TYPED NAME OF CERTIFYING OFFICIAL	b. TITLE	DI (. )40	i dascious sitati pa lalattao to	c. TELEPHONE (Include Area Code)
Paul	K. Wells	Industrial Security S Security Manageme			(216) 433-3153
d. /	ADDRESS (Include Zip Code)		17. RE	QUIRED DISTRIBUTION	
NAS	A Glenn Research Center	,	×	s. CONTRACTOR	
	00 BrookPark Road eland, OH 44135			b. SUBCONTRACTOR	
			×	c. COGNIZANT SECURITY OFFICE FOR I	
e. §	SIGNATURE		-	d. U.S. ACTIVITY RESPONSIBLE FOR OV e. ADMINISTRATIVE CONTRACTING OFF	
	Wolk Malle	,	×	1. OTHERS AS NECESSARY	···

AME	NDMENT	OF SOLICITATIO	N/MODIFICA	TI	1. CONTRACT ID	CODE	PAGE	1 of 2
2. AMENDMENT/MODIFICATION NO.	3. EFFECT	IVE DATE	4. REQUISITION	ON/PU	RCHASE NO.	5. PRO.	JECT NO	. (If applicable)
30	SEP	0 9 2002	Y.,	N/A	A			
6. ISSUED BY		DDE 0616/MH	7. ADMINIS	TEREC	BY (If other than	Item 6)	CODE	
NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branc 21000 Brookpark Road, Mail Sto Cleveland, OH 44135-3191								
8. NAME AND ADDRESS OF CONTRACT	OR (No., st	reet, county, State and	Zip Code)		9A. AMENDMEN	T OF SOL	ICITATIC	N NO.
InDyne, Inc. 21000 Brookpark Road, MS 21-1 Clveveland, OH 44135		<b>,</b>	,		9B. DATED (SEE	ION OF CO NAS3-	ONTRAC -99179	
CODE BY 24	54011	TT ( 00DE	<del></del>		1 '	Novemb	•	99
CODE BX 34		ITY CODE	ASSENDATION	2.05.0	1			
	***	EM ONLY APPLIES TO						
Offers must acknowledge receipt of this amer (a) By completing Items 8 and 15, and returni (c) By separate letter or telegram which includ AT THE PLACE DESIGNATED FOR THE RE by virtue of this amendment you desire to cha	idment prior to ng copie les a referent CEIPT OF Onge an offer	to the hour and date spe es of the amendment; (b) ce to the solicitation and FFERS PRIOR TO THE already submitted, such	cified in the solicition  By acknowledging amendment number HOUR AND DAT change may be medicited.	ation or g receip pers. FA E SPEC nade by	as amended, by on of this amendmen NLURE OF YOUR A CIFIED MAY RESUL telegram or letter, p	e of the fol at on each of ACKNOWL LT IN REJE	llowing me copy of the EDGMEN ECTION O	e offer submitted; or IT TO BE RECEIVE OF YOUR OFFER. 1
reference to the solicitation and this amendment			ng hour and date s	specified	<u>i.                                      </u>			
12. ACCOUNTING AND APPROPRIATION	N DATA (If n	equired)						
		PPLIES ONLY TO MO				3,		
THIS CHANGE ORDER IS ISSECONTRACT ORDER NO. IN I		SUANT TO (Specify au	thority) Ti	HE CHA	ANGES SET FOR	TH IN ITEN	VI 14 ARE	MADE IN THE
B THE ABOVE NUMBERED CO office, appropriation date, etc.,		RDER IS MODIFIED T ET FORTH IN ITEM 14,						anges in paying
C THIS SUPPLEMENTAL AGRE	EMENT IS	ENTERED INTO PURS	SUANT TO AUTH	IORITY	OF:			
D OTHER (Specify type of modified of the clause entitled Option)		• •	Contract (52.	217-9	) (March 1989)	1		
E. IMPORTANT: Contractor X is not,	is requir	ed to sign this docum	ent and return _	col	pies to the issuin	g office.		
14. DESCRIPTION OF AMENDMENT/MO	DIFICATION	(Organized by UCF se	ection headings, i	includin	g solicitation/contr	act subjec	t matter w	vhere feasible.)
A. The Government hereby exercition 2002 through October 31, 2003.	ses its opt	tion (Option 2) to e	xtend the term	n of the	e contract by o	ne year	from No	ovember 1,
B. The Department of Labor's Wag made a part hereof (8 pages), and				17, d	ated May 28, 2	:002, is a	attached	t hereto and
(Continued on page 2)								
Except as provided herein, all terms and condition 15A. NAME AND TITLE OF SIGNER (Type		ment referenced in Item 9A			ged, remains unchang TLE OF CONTRAC			
13A. NAINE AND THE OF SIGNER (TYPE	s or print)		TOA. INAIVIE A		arc Hudson, Co			
15B. CONTRACTOR/OFFEROR	.,	15C. DATE SIGNED	16B. UNITED	STATE	S OF AMERICA			C. DATE SIGNED
BY	<del> </del>		BY_M	are	c Huds	on	SP	EP 0 9 200?
(Signature of person authorized to	sign)		(Si	gnature	of Contracting Of	ticer)		

NAS3-99179 MODIFICATION 30 PAGE 2

C. As the result of exercising Option 2, the contract values are as follows:

10110	PRIOR CONTRACT AMOUNT (Mod. 29)	THIS ACTION*	RESULTANT CONTRACT AMOUNT
Total Estimated Cost	\$57,605,259	\$19,556,328	\$77,161,587
Cost Incentive Fee	\$ 526,737	\$ 0	\$ 526,737
Technical Incentive Fee	\$ 1,625,538	\$ 572,034	\$ 2,197,572
Award Fee	\$ 995,904	\$ 461,291	\$ <u>1,457,195</u>
Total Cost Plus Fees	\$60,753,438	\$20,589,653	\$81,343,091

<sup>\*</sup>For figures in this column refer to Modification 28.

(END OF TEXT)

William W.Gross Director

| Wage Determination No.: 1994-2416 | Division of | Revision No.: 17 | Wage Determinations | Date Of Last Revision: 05/28/2002

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lora Medina, Portage, Richland, Stark, Summit, Wayne

# \*\*Fringe Benefits Required Follow the Occupational Listing\*\*

OCCUPATION TITLE	MINIMUM WAGE	RATE
Administrative Support and Clerical Occupations		
Accounting Clerk I	. 0.00	
Accounting Clerk II	9.09	
Accounting Clerk III	11.57	
Accounting Clerk IV	12.97	
	15.12	
Court Reporter	16.67	
Dispatcher, Motor Vehicle	13.17	
Document Preparation Clerk	11.84	
Duplicating Machine Operator	11.84	
Film/Tape Librarian	11.52	
General Clerk I	8.26	
General Clerk II	9.39	
General Clerk III	11.01	
General Clerk IV	13.21	•
Housing Referral Assistant	16.69	
Key Entry Operator I	9.08	
Key Entry Operator II /	10.90	
Messenger (Courier)	8.17	
Order Clerk I	10.88	•
Order Clerk II	12.93	
Personnel Assistant (Employment) I	11.49	
Personnel Assistant (Employment) II .	12.91	
Personnel Assistant (Employment) III	15.15	
Personnel Assistant (Employment) IV	17.04	
Production Control Clerk	15.16	
Rental Clerk	11.52	
Scheduler, Maintenance	12.97	
Secretary I	12.97	
Secretary II	14.93	
Secretary III	16.69	
Secretary IV	18.23	
Secretary V	21.29	
Service Order Dispatcher	11.52	
Stenographer I	11.80	
Stenographer II	12.97	
Supply Technician	18.23	
Survey Worker (Interviewer)	12.98	
Switchboard Operator-Receptionist		
Test Examiner	11.42 14.93	
Test Proctor		
Travel Clerk J	14.93	
Travel Clerk II	10.24	
	10.98	
Travel Clerk III	11.79	
Word Processor I	11.07	

Word Processor II Word Processor III	15.75
Automatic Data Processing Occupations	17.17
Computer Data Librarian	10.31
Computer Operator I	10.16
Computer Operator II	13.36
Computer Operator III	15.83
Computer Operator IV	18.92
Computer Operator V	20.96
Computer Programmer I (1)	16.82
Computer Programmer II (1)	18.80
Computer Programmer III (1)	23.86
Computer Programmer IV (1)	27.62
Computer Systems Analyst I (1)	25.92
Computer Systems Analyst II (1)	27.62
Computer Systems Analyst III (1)	27.62
Peripheral Equipment Operator	11.09
Automotive Service Occupations	
Automotive Body Repairer, Fiberglass	19.36
Automotive Glass Installer Automotive Worker	18.02
Electrician, Automotive	18.02
Mobile Equipment Servicer	18.73
Motor Equipment Metal Mechanic	16.45
Motor Equipment Metal Worker	19.36 18.02
Motor Vehicle Mechanic	19.36
Motor Vehicle Mechanic Helper	15.71
Motor Vehicle Upholstery Worker	17.21
Motor Vehicle Wrecker	18.02
Painter, Automotive	18.73
Radiator Repair Specialist	18.02
Tire Repairer	15:89
	19.36
Food Preparation and Service Occupations	
Baker	11.47
Cook I	10.46
Cook II	11.47
Dishwasher Food Service Worker	8.58
Meat Cutter	8.44
Waiter/Waitress	12.84
Furniture Maintenance and Repair Occupations	9.04
Electrostatic Spray Painter	18.73
Furniture Handler	13.89
Furniture Refinisher	18.73
Furniture Refinisher Helper	15.71
Furniture Repairer, Minor	17.22
Upholsterer	18.73
General Services and Support Occupations	
Cleaner, Vehicles	9.08
Elevator Operator	9.96
Gardener	11.51
House Keeping Aid I	8.25
House Keeping Aid II	9.49
Janitor	9.96
Laborer, Grounds Maintenance	9.99
Maid or Houseman	7.86
Pest Controller	13.22
Refuse Collector	9.08
Tractor Operator Window Cleaner	11.30
Window Cleaner Health Occupations	10.68
	13 40
Dental Assistant	13.40
	13.40 10.93 11.02

Licensed Practical Nurse II		2.36
Licensed Practical Nurse III		.3.83
Medical Assistant		0.88
Medical Laboratory Technician	1	2.36
Medical Record Clerk		1.40
Medical Record Technician	. 1	3.54
Nursing Assistant I		7.71
Nursing Assistant II		8.66
Nursing Assistant III		9.46
Nursing Assistant IV		0.61
Pharmacy Technician Phlebotomist		2.11
		2.36
Registered Nurse I Registered Nurse II		7.13
Registered Nurse II, Specialist		0.97
Registered Nurse III		0.97
Registered Nurse III, Anesthetist	-	5.37
Registered Nurse IV		5.37
Information and Arts Occupations	<b>3</b> '	0.38
Audiovisual Librarian	1	6.56
Exhibits Specialist I		6.11
Exhibits Specialist II		3.75
Exhibits Specialist III		1.61
Illustrator I		5.32
Illustrator II		3.99
Illustrator III		1.88
Librarian	22	2.24
Library Technician	12	2.98
Photographer I	13	3.24
Photographer II		5.73
Photographer III		.47
Uhotographow III	33	.44
Photographer IV		
Photographer V	26	18
Photographer V Laundry, Dry Cleaning, Pressing and Relat	ed Occupations	5.18
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler	ed Occupations 7	.65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant	ed Occupations 7	.65 .65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner	26 ed Occupations 7 7 9	.65 .65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine	26 ed Occupations 7 7 9 7	.65 .65 .61
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand	26 Led Occupations 7 7 9 7 7	.65 .65 .61 .65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning	26 Led Occupations 7 7 9 7 7 7	.65 .65 .61 .65 .65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts	26 Led Occupations 7 7 7 9 7 7 7 7	.65 .65 .61 .65 .65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts Presser, Machine, Wearing Apparel, Laun	ed Occupations 7 7 7 7 7 7 7 dry	.65 .65 .61 .65 .65 .65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts	dry 7	.65 .65 .61 .65 .65 .65 .65 .65
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts Presser, Machine, Wearing Apparel, Laun Sewing Machine Operator	dry 7	.65 .65 .61 .65 .65 .65 .65 .65
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Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts Presser, Machine, Wearing Apparel, Laun Sewing Machine Operator Tailor Washer, Machine Machine Tool Operation and Repair Occupat Machine-Tool Operator (Toolroom) Tool and Die Maker Material Handling and Packing Occupations Forklift Operator Fuel Distribution System Operator Material Coordinator Material Expediter Material Handling Laborer	dry 7  dry 7  10  10  10  10  10  10  10  10  10  1	.18 .65 .65 .65 .65 .65 .65 .26 .91 .30 .82 .52 .79 .40 .89 .89
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Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts Presser, Machine, Wearing Apparel, Laun Sewing Machine Operator Tailor Washer, Machine Machine Tool Operation and Repair Occupat Machine-Tool Operator (Toolroom) Tool and Die Maker Material Handling and Packing Occupations Forklift Operator Fuel Distribution System Operator Material Coordinator Material Expediter Material Handling Laborer Order Filler Production Line Worker (Food Processing) Shipping Packer Shipping/Receiving Clerk	dry 7  dry 7  ions 18 21  14 17 14 14 14 12 11 13 14 14 14 14	.18 .65 .65 .65 .65 .65 .65 .65 .26 .91 .30 .82 .79 .40 .89 .07 .02 .60 .23 .23
Photographer V Laundry, Dry Cleaning, Pressing and Relat Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Wearing Apparel, Laun Sewing Machine Operator Tailor Washer, Machine Machine Tool Operation and Repair Occupat Machine-Tool Operator (Toolroom) Tool and Die Maker Material Handling and Packing Occupations Forklift Operator Fuel Distribution System Operator Material Expediter Material Handling Laborer Order Filler Production Line Worker (Food Processing) Shipping Packer Shipping/Receiving Clerk Stock Clerk (Shelf Stocker; Store Worker	26 ded Occupations 7 7 7 7 7 7 7 7 7 7 8 10 10 10 10 10 11 11 11 12 11 13 14 14 14 15 15 15 16 17 17 18 18 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10	. 18 . 65 . 65 . 65 . 65 . 65 . 65 . 65 . 65
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Photographer V Laundry, Dry Cleaning, Pressing and Relate Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts Presser, Machine, Wearing Apparel, Laun Sewing Machine Operator Tailor Washer, Machine Machine Tool Operation and Repair Occupat Machine-Tool Operator (Toolroom) Tool and Die Maker Material Handling and Packing Occupations Forklift Operator Fuel Distribution System Operator Material Coordinator Material Expediter Material Handling Laborer Order Filler Production Line Worker (Food Processing) Shipping Packer Shipping/Receiving Clerk Stock Clerk (Shelf Stocker; Store Worker Store Worker I Tools and Parts Attendant Warehouse Specialist	26 ded Occupations 7 7 7 7 7 7 7 7 7 7 8 10 10 10 10 10 10 11 11 14 14 14 14 14 14 14 14 14 14 14	. 18 . 65 . 29 . 30 . 82 . 79 . 89 . 89 . 60 . 60
Photographer V Laundry, Dry Cleaning, Pressing and Relate Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts Presser, Machine, Wearing Apparel, Laun Sewing Machine Operator Tailor Washer, Machine Machine Tool Operation and Repair Occupat. Machine-Tool Operator (Toolroom) Tool and Die Maker Material Handling and Packing Occupations Forklift Operator Fuel Distribution System Operator Material Coordinator Material Expediter Material Handling Laborer Order Filler Production Line Worker (Food Processing) Shipping Packer Shipping/Receiving Clerk Stock Clerk (Shelf Stocker; Store Worker Store Worker I Tools and Parts Attendant Warehouse Specialist Mechanics and Maintenance and Repair Occup	26 ded Occupations 7 7 7 7 7 7 7 7 7 7 8 9 9 7 7 7 10 10 10 10 10 10 10 10 10 10 10 10 10	. 18 . 65 . 65 . 65 . 65 . 65 . 65 . 65 . 65
Photographer V Laundry, Dry Cleaning, Pressing and Relate Assembler Counter Attendant Dry Cleaner Finisher, Flatwork, Machine Presser, Hand Presser, Machine, Drycleaning Presser, Machine, Shirts Presser, Machine, Wearing Apparel, Laun Sewing Machine Operator Tailor Washer, Machine Machine Tool Operation and Repair Occupat Machine-Tool Operator (Toolroom) Tool and Die Maker Material Handling and Packing Occupations Forklift Operator Fuel Distribution System Operator Material Coordinator Material Expediter Material Handling Laborer Order Filler Production Line Worker (Food Processing) Shipping Packer Shipping/Receiving Clerk Stock Clerk (Shelf Stocker; Store Worker Store Worker I Tools and Parts Attendant Warehouse Specialist	26 ded Occupations 7 7 7 7 7 7 7 7 7 7 8 10 10 10 10 10 10 11 11 14 14 14 14 14 14 14 14 14 14 14	. 18 . 65 . 65

Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
Cable Splicer	20.49
Carpenter, Maintenance	18.73
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	15.89
Electronics Technician, Maintenance II	20.26
Electronics Technician, Maintenance III Fabric Worker	26.29
Fire Alarm System Mechanic	17.21
Fire Extinguisher Repairer	19.36
Fuel Distribution System Mechanic	16.45 17.89
General Maintenance Worker	18.02
Heating, Refrigeration and Air Conditioning Mechanic	19.36
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator	19.79
Instrument Mechanic	19.36
Laborer	13.23
Locksmith	18.73
Machinery Maintenance Mechanic	20.75
Machinist, Maintenance	19.29
Maintenance Trades Helper	15.71
Millwright	22.26
Office Appliance Repairer	18.73
Painter, Aircraft	18.73
Painter, Maintenance	18.73
Pipefitter, Maintenance	22.65
Plumber, Maintenance	20.49
Pneudraulic Systems Mechanic	19.36
Rigger	19.36
Scale Mechanic	18.02
Sheet-Metal Worker, Maintenance Small Engine Mechanic	19.36
Telecommunication Mechanic I	18.02 19.36
Telecommunication Mechanic II	20.06
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	19.36
Woodworker	16.45
Miscellaneous Occupations	
Animal Caretaker	9.42
Carnival Equipment Operator	10.00
Carnival Equipment Repairer	10.46
Carnival Worker	8.25
Cashier	8.28
Desk Clerk	10.13
Embalmer	18.55
Lifeguard	9.57
Mortician	20.41
Park Attendant (Aide)	12.02
Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	9.03
Recreation Specialist	14.04
Recycling Worker	11.00
Sales Clerk School Crossing Cuard (Crosswalk Attordant)	9.06
School Crossing Guard (Crosswalk Attendant)	9.08
Sport Official Survey Party Chief of Party)	9.57 15.23
Survey Party Chief (Chief of Party) Surveying Aide	8.78
Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	13.19
Swimming Pool Operator	13.19
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Vending Machine Attendant		1	1.50
Vending Machine Repairer			3.19
Vending Machine Repairer Helper		10	1.50
Personal Needs Occupations			
Child Care Attendant			0.13
Child Care Center Clerk Chore Aid			2.64
Homemaker			7.78
Plant and System Operation Occupations		14	4.24
Boiler Tender		7.0	
Sewage Plant Operator			9.36
Stationary Engineer			3.73 9.36
Ventilation Equipment Tender			5.56
Water Treatment Plant Operator			3.73
Protective Service Occupations			. , ,
Alarm Monitor		12	.34
Corrections Officer			.95
Court Security Officer			.95
Detention Officer		17	.95
Firefighter		16	.16
Guard I			.58
Guard II			.83
Police Officer		19	.73
Stevedoring/Longshoremen Occupations			
Blocker and Bracer			.72
Hatch Tender Line Handler			.72
Stevedore I			.72
Stevedore II			.57
Technical Occupations		. Το	.95
Air Traffic Control Specialist, Center (2)		28	. 65
Air Traffic Control Specialist, Station (2)	•		.76
Air Traffic Control Specialist, Terminal (2)			.77
Archeological Technician I			. 44
Archeological Technician II			. 68
Archeological Technician III		14.	. 47
Cartographic Technician			. 84
Civil Engineering Technician		18.	. 88
Computer Based Training (CBT) Specialist/ Instructor		25.	. 20
Drafter I		11.	
Drafter II		13.	
Drafter III		17.	
Drafter IV		22.	
Engineering Technician I		13.	
Engineering Technician II Engineering Technician III		15.	
Engineering Technician IV		18. 20.	
Engineering Technician V	•	25.	
Engineering Technician VI		29.	
Environmental Technician		18.	
Flight Simulator/Instructor (Pilot)		25.	
Graphic Artist		20.	
Instructor		20.	
Laboratory Technician		15.	
Mathematical Technician		19.	
Paralegal/Legal Assistant I		14.	
Paralegal/Legal Assistant II		19.	04
Paralegal/Legal Assistant III		23.	31
Paralegal/Legal Assistant IV		28.	
Photooptics Technician		20.	
Technical Writer		20.	
Unexploded (UXO) Safety Escort		18.3	
Unexploded (UXO) Sweep Personnel		18.2	
Unexploded Ordnance (UXO) Technician I		18.2	
Unexploded Ordnance (UXO) Technician II		22.0	J4 .

Unexploded Ordnance (UXO) Technician III Weather Observer, Combined Upper Air and Surface Programs (3) Weather Observer, Senior (3) Weather Observer, Upper Air (3) Transportation/ Mobile Equipment Operation Occupations	26.41 17.91 21.41 17.91
Bus Driver Parking and Lot Attendant Shuttle Bus Driver Taxi Driver Truckdriver, Heavy Truck Truckdriver, Light Truck Truckdriver, Medium Truck Truckdriver, Tractor-Trailer	16.10 7.86 12.62 9.52 16.84 12.62 16.10 17.86

### ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension pl civic and personal leave, severance pay, and savings and thrift plans. Minimum empl contributions costing an average of \$2.56 per hour computed on the basis of all hour worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or success weeks after 5 years, and 4 weeks after 15 years. Length of service includes the who of continuous service with the present contractor or successor, wherever employed, a the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther Ki Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Co Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitu any of the named holidays another day off with pay in accordance with a plan communi to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, o professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. rate of basic pay plus a night pay differential amounting to 10 percent of the rate basic pay.
- 3) WEATHER OBSERVERS NIGHT PAY & SUNDAY PAY: If you work at night as part of a r tour of duty, you will earn a night differential and receive an additional 10% of ba for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours week) and Sunday is part of your regularly scheduled workweek, you are paid at your basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday wo which is not overtime (i.e. occasional work on Sunday outside the normal tour of dut considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees emp in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work su screening, blending, dying, mixing, and pressing of sensitive ordance, explosives, a pyrotechnic compositions such as lead azide, black powder and photoflash powder. Al house activities involving propellants or explosives. Demilitarization, modification renovation, demolition, and maintenance operations on sensitive ordnance, explosives incendiary materials. All operations involving regrading and cleaning of artillery

A 4 percent differential is applicable to employees employed in a position that repr a low degree of hazard when working with, or in close proximity to ordance, (or empl

possibly adjacent to) explosives and incendiary materials which involves potential is such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjuver area or equipment being used. All operations involving, unloading, storage, an hauling of ordance, explosive, and incendiary ordnance material other than small arm ammunition. These differentials are only applicable to work that has been specifica designated by the agency for ordance, explosives, and incendiary material differentials

#### OCCUPATION NOTES:

Refuse Collector: The rate for the Refuse Collector occupation applies does not app Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe ben for Cuyahoga County.

#### \*\* UNIFORM ALLOWANCE \*\*

If employees are required to wear uniforms in the performance of this contract (eith the terms of the Government contract, by the employer, by the state or local law, et the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) uniforms is an expense that may not be borne by an employee where such cost reduces hourly rate below that required by the wage determination. The Department of Labor w accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequat number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsib of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual contemburse all employees for such cleaning and maintenance at a rate of \$3.35 per wee \$.67 cents per day). However, in those instances where the uniforms furnished are more "wash and wear" materials, may be routinely washed and dried with other personal gar and do not require any special treatment such as dry cleaning, daily washing, or complainted in order to meet the cleanliness or appearance standards set by the terms government contract, by the contractor, by law, or by the nature of the work, there requirement that employees be reimbursed for uniform maintenance costs.

### \*\* NOTES APPLYING TO THIS WAGE DETERMINATION \*\*

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by Third Supplement, dated March 1997, unless otherwise indicated. This publication ma obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402 Copies of specific job descriptions may also be obtained from the appropriate contra officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form (SF 1444)}

### Conformance Process:

The contracting officer shall require that any class of service employee which is no listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), classified by the contractor so as to provide a reasonable relationship (i.e., appro level of skill comparison) between such unlisted classifications and the classificat listed in the wage determination. Such conformed classes of employees shall be paid monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract wo such unlisted class(es) of employees. The conformed classification, wage rate, and/fringe benefits shall be retroactive to the commencement date of the contract. (See 4.6 (C)(vi)) When multiple wage determinations are included in a contract, a separa

1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupa and computes a proposed rate).
- 2) After contract award, the contractor prepares a written report listing in order p classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later tha days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report action, together with the agency's recommendations and pertinent information includi position of the contractor and the employees, to the Wage and Hour Division, Employm Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b) Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disa the action via transmittal to the agency contracting officer, or notifies the contra officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupat (the Directory) should be used to compare job definitions to insure that duties requare not performed by a classification already listed in the wage determination. Remit is not the job title, but the required tasks that determine whether a class is in in an established wage determination. Conformances may not be used to artificially combine, or subdivide classifications listed in the wage determination.

		AME	NDMENT	OF SOLICITATION	N/MODIFICAT	1	1. CONTRACT ID	CODE	PAGE	1 of 5
2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITED 4. 31 October 16, 2002						N/PUI	RCHASE NO.	5. PRO	JECT NO	. (If applicable)
6. IS	SUED		<del></del>	DDE 0616/MH	7. ADMINIST		O BY (If other than I	tem 6)	CODE	1
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		ND ADDRESS OF CONTRAC	TOR (No., si	reet, county, State and 2	Zip Code)	П	9A. AMENDMENT	OF SOL	ICITATIO	N NO.
21		Inc. Brookpark Road, MS 21-1 and, OH 44135	0				9B. DATED (SEE 10A. MODIFICATION OF THE SEE 10B. DATED (SEE	ON OF C	ONTRAC -99179	T/ORDER NO.
COD	E BX	34	FACIL	ITY CODE			N	lovemb	er 1, 19	99
			11. THIS IT	EM ONLY APPLIES TO	AMENDMENTS	OF S	OLICITATIONS			
Offers (a) By (c) By AT The by viri	completed separate se	ove numbered solicitation is amer acknowledge receipt of this amer eting items 8 and 15, and returni ate letter or telegram which includ ICE DESIGNATED FOR THE RE this amendment you desire to cha	ndment prior ng copie des a referen ECEIPT OF Conge an offer	to the hour and date speci es of the amendment; (b) I ce to the solicitation and a PFERS PRIOR TO THE I already submitted, such c	ified in the solicitat By acknowledging amendment numbe HOUR AND DATE thange may be ma	ion or receip ers. FA SPEC de by	as amended, by one of this amendment ALLURE OF YOUR A CIFIED MAY RESUL telegram or letter, pr	of the fol on each o CKNOWL T IN REJI	llowing me copy of the EDGMEN ECTION O	e offer submitted; or T TO BE RECEIVED F YOUR OFFER. If
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П	Α	THIS CHANGE ORDER IS IS: CONTRACT ORDER NO. IN I	SUED PURS	STHE CONTRACT/ORD SUANT TO (Specify auth			ANGES SET FORT	H IN ITE	M 14 ARE	MADE IN THE
	В	THE ABOVE NUMBERED CO office, appropriation date, etc.		RDER IS MODIFIED TO T FORTH IN ITEM 14, F				-		anges in paying
M	С	THIS SUPPLEMENTAL AGRE	EMENT IS	ENTERED INTO PURS	JANT TO AUTHO	RITY	OF:			
		the Changes clause.								
$\Box$	D	OTHER (Specify type of modi	fication and	authority)						
			<del></del>							
		ANT: Contractor is not,					_			who are for each land
Opti	on pe	eriod numbers 1, 2, an cember 1, 2001.			-					
				(Continue	ed next Page	.)				
				Continue	od float i age	·)				
		vided herein, all terms and condition		ment referenced in Item 9A o	<del>.,</del>		<del></del>			
15A.	NAME	AND TITLE OF SIGNER (Typ	e or print)		T6A. NAME AN		TLE OF CONTRACT		, -	• •
155	001	DACTOD/OFFEDOR		AEC DATE COVER	16D 1107777		arc Hudson, Cor	าและแก		
158.	CONT	RACTOR/OFFEROR		15C. DATE SIGNED	10B. UNITED S	HAI	ES OF AMERICA		16	C. DATE SIGNED
BY_	(Sign	nature of person authorized to	sian)		BY Ma	nature	C HWW e of Contracting Offi	er)		Oct. 16, 2002

# A. Adjust baseline for approved Technical Directives issued since December 1, 2001 affecting Option 1.

Basel Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	ine for Contract to Date  Total Baseline from Mod 30	Estimated Cost 144,622 26,066,874 19,634,066 31,316,025 0 0 77,161,587	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 556,512 1,317,655 300,514 22,891 0 2,197,572	Award Fee 0 356,277 429,914 672,355 0 (1,351) 1,457,195	,
	TD Adjustment Option Year 1					
Task 1.0 & 5 <sub>4</sub> 0		18,621	0	517	589	19,727
Task 2.0, 3.0, 4.0		15,515	0	524	17	16,056
Task 6.0 & 7.0		308,569	0	2,676	6,758	318,003
	Option Year 1 Changes	342,705	0	3,717	7,364	353,786
	New Amounts					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Total Baseline	144,622 26,085,495 19,649,581 31,624,594 0 0 77,504,292	0 122,555 144,527 259,655 0 0 <b>526,737</b>	0 557,029 1,318,179 303,190 22,891 0 <b>2,201,289</b>	0. 356,866 429,931 679,113 0 (1,351) <b>1,464,559</b>	144,622 27,121,945 21,542,218 32,866,552 22,891 (1,351) <b>81,696,877</b>

# A. Adjust baseline for approved Technical Directives issued since December 1, 2001 affecting Option 2.

Base Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	eline for Contract to Date  O  Total Baseline from Previous page	Estimated Cost 144,622 26,085,495 19,649,581 31,624,594 0 0 77,504,292	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 557,029 1,318,179 303,190 22,891 0 2,201,289	Award Fee 0 356,866 429,931 679,113 0 (1,351) 1,464,559	Target Cost 144,622 27,121,945 21,542,218 32,866,552 22,891 (1,351) 81,696,877
	TD Adjustment Option Year 2					
Task 1.0 & 5.0		(3,919)	0	(109)	(124)	(4,152)
Task 2.0, 3.0, 4.0	)	(34,108)	0	(2,403)	(1,079)	(37,590)
Task 6.0 & 7.0		330,584	0	2,941	8,248	341,773
	Optio Year 2 Changes	292,557	0	429	7,045	300,031
	New Amounts					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	) Total Baseline	144,622 26,081,576 19,615,473 31,955,178 0 0 77,796,849	0 122,555 144,527 259,655 0 0 526,737	0 556,920 1,315,776 306,131 22,891 0 2,201,718	0 356,742 428,852 687,361 0 (1,351)	144,622 27,117,793 21,504,628 33,208,325 22,891 (1,351) 81,996,908

NAS3-99179

# A. Adjust baseline for approved Technical Directives issued since December 1, 2001 affecting Option 3.

Baseline for Contract to Date Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total Baseline for Option 3 from Mod 28	Cost 0 7,055,267 5,010,675 7,779,994 0 0 19,845,936	Cost Fee 0 0 0 0 0 0	147,939 353,337 78,301 0	Award Fee 0 115,277 130,306 221,978 0 0 467,561	Target Cost 0 7,318,483 5,494,318 8,080,273 0 0 20,893,074
TD Adjustment Option Year 3		•			
Task 1.0 & 5.0	(121,710)	0	(3,420)	(3,852)	(128,982)
Task 2.0, 3.0, 4.0	(56,319)	0	(4,533)	(1,782)	(62,634)
Task 6.0 & 7.0	285,888	0	2,366	6,834	295,088
Option Year 3 Changes	107,859	0	(5,587)	1,200	103,472
New Amounts					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total Baseline	0 6,933,557 4,954,356 8,065,882 0 0 19,953,795	0 0 0 0 0	0 144,519 348,804 80,667 0 0 <b>573,990</b>	0 111,425 128,524 228,812 0 0 468,761	0 7,189,501 5,431,684 8,375,361 0 0 20,996,546
Overall New Total Contract Value (All 5 Years)					
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total Baseline	144,622 33,015,133 24,569,829 40,021,060 0 97,750,644	0 122,555 144,527 259,655 0 0 526,737	0 701,439 1,664,580 386,798 22,891 0 2,775,708	0 468,167 557,376 916,173 0 (1,351) 1,940,365	144,622 34,307,294 26,936,312 41,583,686 22,891 (1,351) 102,993,454

#### Technical Directives Modification 31

			Option	1 1			Option	. 2			0.4	ion 3					
TD#	WBS#	Cost	TF	AF	Total	Cost	TF	AF	Total	Cost	TF	AF	Total	Cost	Total Co	ontract AF	Total
49	1.0	18,621	517	589	19,727	(3,919)	(109)	(124)	(4,152)	(121,7	10) (3,420	(3.852)	(128,982)	(107,008)	(3,012)	/2 207\	(113,407)
		0	0	0	0	0	0	` o´	o o	(	0 0	0,552	0	0	(3,012)	(3,387) 0	(113,407)
To	otal for 1.0 & 5.0	0 18,621	0 517	0 589	0 19,727	0 (3,919)	0 (109)	0 (124)	(4.153)	(424.7)	0 0	0	0	0	0	0	0
		•	•	•••	10,127	(5,515)	(103)	(124)	(4,152)	{121,7	10) (3,420	(3,852)	(128,982)	(107,008)	(3,012)	(3,387)	(113,407)
45 66	2.0	44,464	2,849	933	48,246	23,949	2,279	758	26,986	1,9		63	2,226	70,391	5,313	1,754	77,458
	4.0 or 2.0, 3.0 & 4.0	(28,949) <b>15,515</b>	(2,325) <b>524</b>	(916) 17	(32,190) 16,056	(58,057) (34,108)	(4,682) (2,403)	(1,837) (1,079)	(64,576) (37,590)	(58,29				(145,303)	(11,725)	(4,598)	(161,626)
	,	10,010		,,	10,000	(04,100)	(2,403)	(1,079)	(37,590)	(56,3	19) (4,533)	(1,782)	(62,634)	(74,912)	(6,412)	(2,844)	(84,168)
68	6.2.3	0	0	0	0	0	0	•	_								
67	6.2.10	ő	ŏ	ō	0	0	0	0	0		0 0	0	0	. 0	0	0	0
51	6.2.12	21,046	1,111	2,670	24,827	26,844	1,390	3,381	31,615	27.29		-	32,071	75,182	0 3,884	0 9,447	0 88,513
47	6.4.4.2	152,250	30	71	152,351	152,250	29	71	152,350	152,25		71	152,350	456,750	88	213	457,051
84	6.4	15,198	355	481	16,034	18,238	237	577	19,052	18,3	3 236	580	19,129	51,749	828	1.638	54,215
89 72	6.5 6.13	(3,974) 21,872	(52)	(126)	(4,152)	(49,066)	(639)	(1,553)	(51,258)	(50,74			(53,007)	(103,787)	(1,345)	(3,285)	(108,417)
70	6.13.2	(23,742)	288 (312)	692 (751)	22,852 (24,805)	60,011	781	1,899	62,691	62,06		1,964	64,831	143,950	1,869	4,555	150,374
78	6.13.2	5,461	7	173	5,641	(63,137) 0	(822) 0	(1,998) 0	(65,957) 0	(63,39				(150,276)	(1,951)	(4,756)	(156,983)
83	6.13	6.625	87	210	6,922	31,799	414	1,006	33,219	31,93	0 0	0	0	5,461	7	173	5,641
86	6.13	(9,329)	(123)	(295)	(9,747)	(44,658)	(581)	(1,413)	(46,652)	(44.84		1,011 (1,419)	33,353 (46,840)	70,354	913	2,227	73,494
55	6.23	526	7	17	550	5,197	68	164	5,429	5,37		170	5,614	(98,830) 11.098	(1,282) 144	(3,127)	(103,239)
57	6.25	1,498	20	47	1,565	5,293	69	168	5,530	5,47		173	5,718	12,265	160	351 388	11,593 12,813
58	6.30	24,947	328	790	26,065	17,884	233	566	18,683		0 0	0	0	42,831	561	1,356	44,748
85 88	6.30 6.30	17,962 0	236 0	568	18,766	2,994	39	95	3,128		0 0	0	0	20,956	275	663	21,894
76	6.31	48.769	642	0 1,544	0 50,955	22,749	296	720	23,765		0 0	0	0	22,749	296	720	23,765
76	6.2	(48,769)	(642)	(1,544)	(50,955)	99,285 (99,285)	1,292 (1,292)	3,142	103,719 (103,719)	101,44		3,211		249,498	3,242	7,897	260,637
77	6.32	3,047	27	65	3,139	459	(1,232)	15	480	(101,44	(1,308) 0 0	(3,211)		(249,498)	(3,242)	(7,897)	(260,637)
39	7.6	32,269	317	1,021	33,607	38,879	385	1,231	40,495	39,04		1,236	0 40,664	3,506 110,188	33 1,090	80	3,619
63	7.7	611	6	19	636	1,226	12	39	1,277	1,23		39	1,282	3.068	30	3,488 97	114,766 3,195
61	7.10.1	(15,883)	(156)	(503)	(16,542)	(27,282)	(270)	(863)	(28,415)	(27,39			(28,534)	(70,560)	(698)	(2,233)	(73,491)
71	7.11.2	(8,607)	(85)	(272)	(8,964)	(17,913)	(177)	(567)	(18,657)	(17,98	7) (179)	(569)	(18,735)	(44,507)	(441)	(1,408)	(46,356)
74 59	7.11.2 7.12	(7,335) 2,007	(72) 20	(232) 64	(7,639)	(19,507)	(193)	(617)	(20,317)	(19,58		(620)	(20,402)	(46,429)	(460)	(1,469)	(48,358)
64	7.12	2,800	28	89	2,091 2,917	0 4,799	0 47	0	0		0 0	0	0	2,007	20	64	2,091
81	7.12	2,707	27	86	2,820	8,100	80	152 256	4,998 8,436	4,81 8,13		153	5,020	12,418	123	394	12,935
92	7.12	(4,635)	(46)	(147)	(4,828)	(57,236)	(566)	(1,812)	(59,614)	(59,19		257 (1,874)	8,471 (61,660)	18,940 (121,069)	188	599	19,727
80	7.13	5,987	59	189	6,235	17,962	178	568	18,708	18,03		571	18,786	41,985	(1,200) 416	(3,833) 1,328	(126,102) 43,729
56	7.14.2	1,307	13	41	1,361	0	0	0	0		0 0	0	0	1,307	13	41	1,361
60	7.14.4.2	1,956	19	62	2,037	3,859	38	122	4,019	3,98	3 40	126	4,149	9,798	97	310	10,205
79 40	7.14 7.14	11,199 12,380	110 122	354 392	11,663 12,894	30,211	299	956	31,466	31,13		985	32,430	72,546	718	2,295	75,559
91	7.15	2,714	27	86	2.827	59,113 32,563	585 322	1,871 1,031	61,569	61,13		1,935	63,681	132,631	1,315	4,198	138,144
54	7,15	19,426	191	615	20,232	0	0	1,031	33,916 0	33,67		1,066	35,079	68,955	684	2,183	71,822
69	7.15	9,713	95	307	10,115	ō	ō	0	0		0 0	0	0	19,426 9,713	191 95	615	20,232
73	7.15	2,445	24	77	2,546	4,075	40	129	4,244		0 0	0	0.	6,520	95 64	307 206	10,115 6,790
90	7.15	3,260	32	103	3,395	39,013	386	1,235	40,634	39,17	4 389	1,240	40,803	81,447	807	2.578	84.832
50	7.16	12,950	127	410	13,487	15,594	154	494	16,242	15,65	9 156	496	16,311	44,203	437	1,400	46.040
75 48	7.17 7.18	1,777 3,733	17	56	1,850	0	0	0	0		0 0	0	0	1,777	17	56	1,850
52	7.18 7.18	3,733	1	2 2	3,736 3,736	0	0	0	0		0 0	0	0	3,733	1	2	3,736
65	7.18	5,133	ò	0	3,730	0	0	0	0		0 0	0	0	3,733	1	2	3,736
82	7.20	12,151	119	365	12,655	58,263	576	1,844	60,683	58,50		0 1,852	60.039	120.010	1 277	0	0
43	7.21	(13,827)	(136)	(438)	(14,401)	(12,869)	(127)	(407)	(13,403)	(12,92		(409)	60,938 (13,459)	128,918 (39,618)	1,277 (391)	4,081	134,276
62	7.22	(22,713)	(223)	(719)	(23,655)	(39,013)	(386)	(1,235)	(40,634)	(39,17		(1,240)	(40,803)	(100,900)	(998)	(1,254) (3,194)	(41,263) (105,092)
53	7.24	3,057	30	97	3,184	3,890	38	123	4.051	3,90		124	4,069	10,853	107	344	11,304
Tot	tal for 6.0 & 7.0	308,569	2,676	6,758	318,003	330,584	2,941	8,248	341,773	285,88	8 2,366	6,834	295,088	925,041	7,983	21,840	954,864
	Grand Total	342,705	3,717	7,364	353,786 353,786	292,557	429	7,045	300,031 300,031	107,85	9 (5,587)	1,200	103,472 103,472	743,121 743,121	(1,441) (1,441)	15,609 15,609	757,289 757,289

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11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offert is extended.   Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or leignam which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED THE PLACE OF THE RECEIPT OF OFFERS PROINT OF THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. IT OFFERS PROINT OF THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. IT OFFERS PROINT OF THE HOUR AND DATE OF THE PLACE OF THE PROPERTY OF OFFERS PROINT OF THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. IT OFFERS PROINT OF THE HOUR AND APPROPRIATION DATA (It required)  13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.  14. THE CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)  15. THE CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)  16. THE CHANGES SET FORTH IN ITEM 14. PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  17. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause.  18. DOTHER (Specify type of modification and authority)  19. DOTHER (Specify type of modification and authority)  20. DESCRIPTION OF AMENDMENTAMODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  This Modification includes the following documents which are attached hereto and made a part of the contract effective November 1, 2002:  10. Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page	AMENDMENT OF SOLICITA	TION/MOI	DIFICATION OF CO	ONTRACT	1. CONTRACT	ID CODE PAG	1 of 25
INSURED BY CODE O616/MH 17. ADMINISTERED BY (if other than filem 6) CODE  ANSA Glenn Research Center  Attn. Marc Hudson Services and Construction Branch 21000 Brockpark Road, Mail Stop 50C-512 Cleveland, OH 44135-319  8. NAME AND ADDRESS OF CONTRACTOR (ive., sheet, county, State and Zip Code)  InDyne, Inc. 21000 Brockpark Road, MS 21-10 Civeveland, OH 44435  1. THIS TEM ONLY APPLIES TO AMENDMENTS OF SOLICITATION NO.  InDyne, Inc. 21000 Brockpark Road, MS 21-10 Civeveland, OH 44435  1. THIS TEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  The above numbered solicitation is amended as set forth in libra 14. The hour and date specified for receipt of other individual individua	2. AMENDMENT/MODIFICATION NO.	3. EFFECT	IVE DATE	4. REQUISITI	ON/PURCHASE NO.	5. PROJECT	NO. (If applicable)
INSURED BY CODE O616/MH 17. ADMINISTERED BY (if other than filem 6) CODE  ANSA Glenn Research Center  Attn. Marc Hudson Services and Construction Branch 21000 Brockpark Road, Mail Stop 50C-512 Cleveland, OH 44135-319  8. NAME AND ADDRESS OF CONTRACTOR (ive., sheet, county, State and Zip Code)  InDyne, Inc. 21000 Brockpark Road, MS 21-10 Civeveland, OH 44435  1. THIS TEM ONLY APPLIES TO AMENDMENTS OF SOLICITATION NO.  InDyne, Inc. 21000 Brockpark Road, MS 21-10 Civeveland, OH 44435  1. THIS TEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  The above numbered solicitation is amended as set forth in libra 14. The hour and date specified for receipt of other individual individua	32	n	FC 0 3 2002		N/A		
Attr. Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-319 3. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zio Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Civeveland, OH 44135-319  The above numbered solidation is amended as set forth in Item 14. The hour and date specified for receipt of orest.] In Section 1, 1999  11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS The above numbered solidation is amended as set forth in Item 14. The hour and date specified for receipt of orest.] Is extended, is not extended. Offers must scrowledge receipt of this amendment prior to the hour and date specified for receipt of orest.] Is extended, is not extended. Offers must scrowledge receipt of the amendment prior to the hour and date specified for receipt of orest.] Is extended, is not extended. Offers must scrowledge receipt of the amendment prior to the hour and date specified for receipt of orest.] Is extended, is not extended. Offers must scrowledge receipt of the amendment prior to the hour and date specified for receipt of orest.] Is extended, is not extended. Offers must scrowledge receipt of the amendment prior to the nour and date specified for receipt of orest.] Is extended, is not extended. Offers must scrowledge receipt of the amendment prior to the nour and date specified for receipt of orest.] Is extended, in an extended, or 10 per specified scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and scrowledge receipt of the amendment and return 1	ISSUED BY			7. ADMINIS	STERED BY (If other th	an Item 6) CC	DDE
Services and Construction Branch 21000 Brookpark Road, Mail Stop 900-312 Cleveland, OH. 44135-3191 3. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zio Code) In Dyne, Inc. 21000 Brookpark Road, MS 21-10 Cleveland, OH. 44135  CODE BX 34  PACILITY CODE 11-THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS In Deave numbered solicitation is amended as set forth in term 14. The hour and sale specified for scenpt of Offer I good providing methods: (a) By completing there 3 and 15, and returning — copies of the amendment proteins by the solicitation are amendment on each capy of the offer submitted or (b) spearage interference to stoppin which increase a reference by the solicitation and amendment material. For Your Rockford Total Received profit in the order and sale specified for scientification or an amendment on each capy of the offer submitted or (b) spearage interference by the solicitation and amendment material. For Your Rockford proteins provided each today and the sheet scientification of the sheet speaking the state of the solicitation and amendment proteins. By the solicitation and amendment proteins to the solicitation and amendment proteins to the solicitation and amendment proteins. By the solicitation and amendment proteins to the solicitation and the sheet speaking proteins to the solicitation and the sheet speaking proteins to the solicitation and the sheet speaking proteins and the s	NASA Glenn Research Center						<u> </u>
21000 Brookpark Road, Mail Stop 500-312 Cloveland, OH 44135-3191 3. NAME AND ADDRESS OF CONTRACTOR (No., sheet, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cloveveland, OH 44135  Cloveveland, OH 4415  Cloveveland, OH 4415  Cloveveland, OH 4415  Cloveveland, OH 4415  Cloveveland, OH 4415  Cloveveland, OH 4415  Cloveveland, OH 4415  Cloveveland, OH 4415  Cloveve	Attn: Marc Hudson						
Cleveland, OH 44135-3191  a. NAME AND ADDRESS OF CONTRACTOR (No., sheat, county, State and Zip Code)  [In Dyne, Inc., 21000 Brookpark Road, MS 21-10  Civeveland, OH 44135  [In AMDIFIGATION OF CONTRACTIORDER NO. NAS3-99179]  [In B. DATED (SEE ITEM 11)  [In B. DATED (SEE ITEM 11)  [In B. DATED (SEE ITEM 11)  [In B. DATED (SEE ITEM 13)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [In B. DATED (SEE ITEM 14)  [I							
InDyne, Inc. 21000 Brockpark Road, MS 21-10  Civeveland, OH 44135  CDEE BX 34  In FACILITY CODE  11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATION NO. November 1, 1999  11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATION S  The above numbered solicitation is amended as solicitation is amended prior to the nour and date specified for receipt of Offer 1 selected, 1, 1999  11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  The above numbered solicitation is amended prior to the nour and date specified for receipt of Offer 1 selected, 1, 1999  13. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  The above numbered solicitation is amended prior to the nour and date specified for receipt of Offer 1 selected, 1, 1999  14. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  The above numbered solicitation is amended prior to the nour and date specified for receipt of Offer Amended (1) is not extended Offers must acknowledge receipt of this amendment prior to the nour and date specified for receipt of Offers amended (1) is not extended Offers the solicitation or as a amended, by one of the following methods of the amendment of the receipt of the date submitted (2) by advantage in receipt of this amendment and an extended of the solicitation and amendment and an extended prior to the nour and part of the prior and the following of the offers submitted: and characteristic to this page an offer afready submitted, such change may be made by designar or letter, provided each telegram or letter makes relations to the contraction of the submitted to the solicitation and amendment and the submitted (2) by designar or letter, provided each telegram or letter makes relations to the submitted (2) by designary or letter, provided each telegram or letter makes relations to the submitted and the submitted (2) by designary or letter, provided each telegram or letter makes relations to the submitted (2) by designary or letter, provided each telegram or letter makes relations to the submitted (2) by designa		p 500-312					
InDyne, Inc. 21000 Brookpark Road, MS 21-10 Civeveland, OH 44135    Ind. MODIFICATION OF CONTRACTIORDER NO. NAS3-99179   Idea And Description of Contraction							
21000 Brookpark Road, MS 21-10  Civeveland, OH 44135    Standard Civeveland, OH 44135	8. NAME AND ADDRESS OF CONTRAC	TOR (No., st	reet, county, State and 2	Zip Code)	9A. AMENDM	ENT OF SOLICITA	ATION NO.
21000 Brookpark Road, MS 21-10  Civeveland, OH 44135    Standard Civeveland, OH 44135							
CODE BX 34    FACILITY CODE					9B. DATED (S	SEE ITEM 11)	
CODE BX 34    FACILITY CODE		10					
The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers.   Is extended.   Is not e	Civeveland, OH 44135				10A. MODIFIC		
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Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By cempleting liters 8 and 15, and returning _ copies of the memorthent; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or  (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FALLURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED  AT THE PLACE DESIGNATION DESIGNED (Separate letter) or telegram which includes a reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.  12. ACCOUNTING AND APPROPRIATION DATA (If required)  13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,  14. A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)  15. THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)  16. CONTRACT ORDER NO. IN ITEM 10A.  17. A THIS CHANGE CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)  18. SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  19. OTHER (Specify type of modification and authority)  19. D OTHER (Specify type of modification and authority)  19. E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the issuing office.  19. D OTHER (Specify type of modification and authority)  20. C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF the Changes clause.  19. D OTHER (Specify type of modification and authority)  21. Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page).  22. Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF) (1page):  33. MOC-1 Performance Standards.  24. Except as provided herein, all terms and conditions of the occument referenced in term 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.  1	The share and adjustation in any						not outended
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(c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FALLINE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED ATT THE PLACE DESIGNATED FOR THE RECEIPTO OF OFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. IT by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.  12. ACCOUNTING AND APPROPRIATION DATA (If required)  13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.  14. THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)  15. THE CHANGES SET FORTH IN ITEM 14.  16. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)  17. SET FORTH IN ITEM 14, PURSUANT TO AUTHORITY OF FAR 43.103(b).  18. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  18. THE Changes clause.  19. OTHER (Specify type of modification and authority)  19. E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the issuing office.  19. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/scortract subject matter where feesible.)  19. This Modification includes the following documents which are attached hereto and made a part of the contract effective November 1, 2002:  10. Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page).  20. Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF) (1page):  31. MOC-1 Performance Standards.							
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BY Jan Le / W/L 12/03/2002 BY Main Hullson 12/03/6 Z (Signature of person authorized to sign)	3. CUNTRACTOR/OFFEROR	•		100. UNITEL	A A A	n A	TOU. DATE SIGNED
(Signature of person authorized to sign) /2002 (Signature of Contracting Officer)	BY Som G /ZMI		12/02/	BY M	1an 24.	Mson	12/03/07
		sign)	7/2002		ignature of Contracting	Officer)	1 7/02

Effective: November 1, 2002

# Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.658% 91.05%	12.000% 80.00%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.740% 88.70%	15.400% 77.00%
3.0 PUBLISHING	20%	17.710% 88.55%	17.023% 85.11%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	9.060% 90.60%	7.782% 77.82%
6.0 ADMINISTRATIVE SUPPORT	5%	4.008% 80.16%	3.016% 60.33%
7.0 CLERICAL SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	5 100%	88.738%	78.415%

		Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)		25%	22.718% 90.87%	19.782% 79.13%
TASK GROUP 2 (WBS 2, 3, & 4)		60%	53.412% 89.02%	48.467% 80.78%
TASK GROUP 3 (WBS 6 & 7)	71.7	10%	8.008% 80.08%	6.016% 60.16%
CONTRACT REPORTING	·	5%	4.600% 92.00%	4.150% 83.00%
	TOTALS	100%	88.738%	78.415%

# Performance Requirements Summary

At the Highest Task Level

# Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.87%	79.13%	125%	2.739	8.514	25%	100%
Task Group 2	89.02%	80.78%	125%	2.277	12.133	25%	100%
Task Group 3	80.08%	60.16%	125%	1.255	5.021	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

# MOC-1 Perform the Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month	92%	83%	Contractor shall document the date.			
2		period.)				50%		
		,						15%
	1.0 Logistics 1.1 Property Management	Conject		l .			27%	1376
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%	2170	
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	30%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	15%	odd fee	period
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	5%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%		Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	30%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		
	1.4 Supply Management						27%	
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	60%		
	1.5 Transportation Operati	ions	ļ				27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%	2770	
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		

Effective: November 1, 2002

## MOC-1 Perform. .e Standards NAS3-99179

1.5 Transportation Operations Ope	#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contrac
orders to customer within 8 working hours after receipt at the dock.  1.5 Transportation Operations Operations Operations  1.5.3 Mail Processing  1.5.3 Mail Processing  1.5.4 Mail Shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)  1.5.5 Vehicle Maintenance Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance schedule  1.5.5 Vehicle Maintenance Vehicle preventative maintenance schedule Vehicle preventative maintenance schedule  1.5.5 Vehicle Maintenance Vehicle preventative maintenance schedule Vehicle daintenance and Safety Inspection Check List, and shall be completed correctly.  1.5.5 Vehicle Maintenance Vehicle Maintenance Vehicle preventative maintenance schedule Vehicle daintenance and Safety Inspection Check List, and shall be completed and correctly.  1.5.5 Vehicle Maintenance Vehicle Maintenance Vehicle preventative maintenance shall be completed correctly.  1.5.5 Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance and Safety Inspection Check List, and shall be completed and correctly.  1.5.5 Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance of Propellant usage reports shall be prepared daily and submitted to the TR  1.5.6 Vehicle Repair Work Orders.  1.5.7 Vehicle Startbutton Vehicle Repair Work Orders.  1.5.8 Fuels Distribution Vehicle Maintenance Vehicle Repair Work Orders.  1.5.8 Fuels Distribution Vehicle Maintenance Vehicle Maintenance Vehicle Repair Work Orders.  1.5.8 Fuels Distribution Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance Vehicle Maintenance	20	1	and delivered to the customer within 24 working	95%	90%		10%		
22 Operations delivered within 10 working hours after receipt at the dock.  1.5.3 Mail Processing Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)  23 1.5.5 Vehicle Maintenance Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule  24 1.5.5 Vehicle Maintenance Vehicle Maintenance Schedule  25 1.5.5 Vehicle Maintenance Check List, and shall be completed correctly.  26 1.5.5 Vehicle Maintenance  27 1.5.5 Vehicle Maintenance Unscheduled repairs shall be completed and correct.  28 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 1.5.5 Vehicle Maintenance  29 20 TR and customers will review the work order requests and NASA form C-696, 2% Vehicle Repair Work Orders.  29 20 TR will review the reports on a daily basis.  29 20 TR will review the reports on a daily basis.	21	-	orders to customer within 8 working hours after	95%	90%	· ·	10%		
as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)  1.5.5 Vehicle Maintenance  Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule  1.5.5 Vehicle Maintenance  Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.  1.5.5 Vehicle Maintenance  1.5.5 Vehicle Maintenance  Vehicle preventative maintenance shall be completed correctly.  Vehicle Maintenance  Vehicle Maintenance  Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.  Unscheduled repairs shall be complete and correct.  Vehicle Repair Work Orders.  1.5.8 Fuels Distribution  Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR  daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)  10%  Contractor shall review the LVMS maintenance due report.  4%  TR and customers will perform personal observation. TR will review the check lists.  4%  TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.  TR will review the reports on a daily basis.	22	-	delivered within 10 working hours after receipt at	95%	90%	•	10%	-	
shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule  1.5.5 Vehicle Maintenance  Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.  1.5.5 Vehicle Maintenance  Unscheduled repairs shall be complete and correct.  Unscheduled repairs shall be complete and correct.  1.5.5 Vehicle Maintenance  1.5.5 Vehicle Maintenance  Unscheduled repairs shall be complete and correct.  1.5.5 Vehicle Maintenance  Unscheduled repairs shall be complete and correct.  1.5.6 Fuels Distribution  Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR  Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR	23	1.5.3 Mail Processing	as it is received, Tuesday through Friday.  Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk	95%	90%	daily basis. (Percent is calculated using the average number of pieces of mail	10%		
completed in accordance with the NASA form C- 726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.  1.5.5 Vehicle Maintenance Unscheduled repairs shall be complete and correct.  1.5.8 Fuels Distribution Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR  Completed in accordance with the NASA form C- 726, Vehicle Maintenance and Safety Inspection Check List, and shall be complete and correctly.  TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.  TR will review the reports on a daily basis.	24	1.5.5 Vehicle Maintenance	shall be scheduled and completed in accordance	95%	90%		4%		
correct.  1.5.8 Fuels Distribution Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR  correct.  order requests and NASA form C-696, Vehicle Repair Work Orders.  TR will review the reports on a daily basis.  1.5.8 Fuels Distribution shall be prepared daily and submitted to the TR	25	1.5.5 Vehicle Maintenance	completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection	95%	90%	T · · · · · · · · · · · · · · · · · · ·	4%		
shall be prepared daily and submitted to the TR 10%	26	1.5.5 Vehicle Maintenance		95%	90%	order requests and NASA form C-696,	2%		
	27	1.5.8 Fuels Distribution	shall be prepared daily and submitted to the TR	95%	90%	TR will review the reports on a daily basis.	10%		

## MOC-1 Perfori ... ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or fa ce-to-face customer surveys will be conducted each month.	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	98%	95%	Contractor shall review the PIMS On-Time Percentage Report	15%		
131	2.0 Imaging Technology	Progress reports of project budget status shall be completed within 2 weeks of the end of the month.	95%	90%	Contractor shall review the budget reports.	5%		
132	2.0 Imaging Technology	C-log still images shall be posted within 2 days of receipt of image by office staff.	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
153	2.0 Imaging Technology	Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number; title; date; etc.)	98%	95%	Contractor shall perform a random sampling throughout the week.	25%		
	3.0 Publishing							20%
	3.1 Scientific and Technica 3.1 Scientific and Technical	Publishing   Final publishing products shall meet customer	98%	050/	TR will review all of distribution and 30% of		75%	
106	Publishing	requirements.	90%	90%	printed graphics output each month.	35%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	35%		

## MOC-1 Perform. Le Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
152	3.1.1 Coordination	Required forms C-22 (Technical Publication Processing Information) and NF 1676 (NASA Scientific and Technical Document Availability Authorization) shall be properly completed and signed before the associated technical report is disseminated.	98%	95%	TR will review completion of required forms at the time the technical report is reviewed.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 10 working days after each of the two monthly distributions.	80%	75%	Contractor shall review the GLTRS.	10%		
40	3.2 Duplicating 3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%	25%	
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
<b>4</b> 5	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		

# MOC-1 Perform: Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		
	4.0 Metrology Services 4.1 Calibration		18 At 18 AME AM 1915				85%	20%
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC re	elated
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		
56	4.2 Instrument Pool	Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelf list cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelf list sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	13%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	0%	even fee	periods
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	11%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		
	6.0 Administrative Support			-				5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.00%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.07%	
er on the section of the	6.4 Organization Developmen	nt and Training Support	To the second se				12.65%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the sixmonth period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.12%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		17.84%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.90%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.86%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.66%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.25%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.14%	

WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.83%	
6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.90%	3
6 16 Mobile Television Produc	tion Van					1 21%	
6.16 Mobile Television Production Van		80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%	1.2.170	
6.16 Mobile Television Production Van	The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.	95%	90%	Supervisor shall verify on a monthly basis that the satellite dish has been exercised with a 60-day period of non-use.	90%		
	6.13 Commercial Technology Support  6.15 SBIR/STTR Program Support  6.16 Mobile Television Production Production Van  6.16 Mobile Television	6.13 Commercial Technology Support  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.15 SBIR/STTR Program Support  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.16 Mobile Television Production Van  Customer surveys, on a scale of 1 through 5, shall maintain an average score of 4.0 on all surveys in a six-month period.)  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.)  6.16 Mobile Television  The van satellite dish shall be exercised and used	6.13 Commercial Technology Support  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.16 Mobile Television Production Van  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) 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(60% = an average score of 3.0 of all surveys in a six-month period.)  6.16 Mobile Television Production Van  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.)  6.16 Mobile Television Production Van  Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)  6.16 Mobile Television The van satellite dish shall be exercised and used 95% 90%	6.13 Commercial Technology Support  Customer surveys, on a scale of 1 through 5, shall surveys in a six-month period.)  6.15 SBIR/STTR Program Support  Customer surveys, on a scale of 1 through 5, shall surveys in a six-month period.)  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Customer surveys, on a scale of 1 through 5, shall maintain an average score of 4.0 on all surveys in a six-month period.)  Customer surveys, on a scale of 1 through 5, shall maintain an average score of 4.0 on all surveys in a six-month period.)  Customer surveys, on a scale of 1 through 5, shall be available for review.  1.21%  PiMS will compile the average score of customer surveys will be available for review.  1.21%  1.21%  The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.

#	ĺ	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
11		6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.88%	
11		6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.87%	
11		6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all' surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
11	18	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.36%	

#	WBS	Definition of Performance Standard	SPL.	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
153	1	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.83%	
154	6.26 Administrative Support for the Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.39%	
151	6.28 Airport Expansions - 40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all' surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.20%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.54%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
152	6.30 IFMP Training Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.57%	
155	6.31 Records Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.85%	
156	6.32 RETF Historical Preservation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.04%	
157	6.33 RETF Photograph Collection	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
158	6.34 Move Operations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		13.50%	
							100.0%	
80	7.0 Clerical Support 7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.76%	5%
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.29%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.19%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.98%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
	7.8 (Reserved)	,					0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.53%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.05%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.95%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.17%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		25.30%	

#### MOC-1 Performa. 29 Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.17%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
159	7.20 7100/Information Systems Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.01%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
160	,	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
161	7.22 7780/Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
98	7.23 7500/Facilities Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.11%	
162	7.24 7700/Engineering Development Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.99%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.21%	
163	7.27 7800/Systems Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.17%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.40%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
105	Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.22%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.20%	
164	7.34 7010/Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	,	0.00%	
							100%	100%

AMENDMENT OF SOLICITATI	ON/MODIFICATION OF CO	NTRACT		1. CONTRACT ID (	CODE	PAGE 1 of
2. AMENDMENT/MODIFICATION NO. 33	3. EFFECTIVE DATE	4. REQUISITION	N/PUF		5. PROJ	IECT NO. (If applicable)
6. ISSUED BY	CODE 0616/MH	7. ADMINISTE		BY (If other than It	em 6)	CODE
ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop Cleveland, OH 44135-3191				,	·	<u> </u>
8. NAME AND ADDRESS OF CONTRACTO	OR (No., street, county, State and Z	ip Code)		9A. AMENDMENT	OF SOLI	CITATION NO.
InDyne, Inc. 21000 Brookpark Road, MS 21-10 Clveveland, OH 44135				9B. DATED (SEE I		
Civevelatio, Off 44133		1			NAS3-	
				10B. DATED (SEE	-	
CODE BX 34	FACILITY CODE			IV	ovembe	er 1, 1999
1	1. THIS ITEM ONLY APPLIES TO	AMENDMENTS C	OF SC	LICITATIONS		
The above numbered solicitation is amended. Offers must acknowledge receipt of this amendr					xtended, f the follow	
(a) By completing Items 8 and 15, and returning (c) By separate letter or telegram which includes AT THE PLACE DESIGNATED FOR THE REC by virtue of this amendment you desire to chang reference to the solicitation and this amendment	s a reference to the solicitation and an EIPT OF OFFERS PRIOR TO THE H re an offer already submitted, such ch	nendment numbers OUR AND DATE S ange may be made	FAIL SPECI by tel	URE OF YOUR ACK	(NOWLEI IN REJEC	DGMENT TO BE RECEIVED CTION OF YOUR OFFER. If
12. ACCOUNTING AND APPROPRIATION	DATA (If required)					
	IS ITEM APPLIES ONLY TO MOD MODIFIES THE CONTRACT/ORD					
THIS CHANGE ORDER IS ISSU	JED PURSUANT TO (Specify authors 10A.	ority) THE	CHA	NGES SET FORTH	I IN ITEM	1 14 ARE MADE IN THE
B THE ABOVE NUMBERED CON office, appropriation date, etc.)	ITRACT/ORDER IS MODIFIED TO SET FORTH IN ITEM 14, F					- , , -
C THIS SUPPLEMENTAL AGREE the Changes clause.	MENT IS ENTERED INTO PURSU	ANT TO AUTHOR	RITY	OF:		
D OTHER (Specify type of modific	ation and authority)					
E. IMPORTANT: Contractor is not,	is required to sign this docume	nt and return 1 c	onies	to the issuing off	ice.	<del></del>
14. DESCRIPTION OF AMENDMENT/MODI						matter where feasible.)
A. The results of fee earned a (1 page), attached hereto and	and unearned in the sixth	performance			•	
B. Any and all revisions affect						
incorporated into the contract STATEMENT, STATEMENT (						IONS/WORK
Except as provided herein, all terms and conditions	of the document referenced in Item 9A o					
15A. NAME AND TITLE OF SIGNER (Type		16A. NAME ANI				ICER (Type or print)
James A. Gallagher, Pr	ogram Manager		Ma	rc Hudson, Cor	tracting	) Officer
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED S	TATE	S OF AMERICA		16C. DATE SIGNED
BY // // // // // // // // // // // // //	(n) 02/26/2007	BY M	aturo	of Contracting Office	Mr.	_ 2/26/03
Alonghature of person authorized to sig	· · · · · · · · · · · · · · · · · · ·	(Sign	aluie	J. Johnadany One		

/540-01-152-8070 PREVIOUS EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV. 10-83) (GRC Overprint 09/01)
Prescribed by GSA
FAR (48 CFR) 53.243

#### EXHIBIT A

#### A. Adjust baseline for period 6 Tech/Award Fee Earned/(Lost).

Baseline for Contract to Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee Total Baseline from		Estimated Cost 144,622 26,081,576 19,615,473 31,955,178 0 77,796,849	Cost Fee 0 122,555 144,527 259,655 0 0 526,737	Tech Fee 0 556,920 1,315,776 306,131 22,891 0 2,201,718	Award Fee 0 356,742 428,852 687,361 0 (1,351) 1,471,604	Target Cost 144,622 27,117,793 21,504,628 33,208,325 22,891 (1,351) 81,996,908
Fee Earned/Lost Period 6						
Task 1.0 & 5.0		0	0	14,124	(2,828)	11,296
Task 2.0, 3.0, 4.0		0	0	33,844	(3,180)	30,664
Task 6.0 & 7.0		0	0	7,252	(5,424)	1,828
	Total Changes	0	0	55,220	(11,432)	43,788
New Amounts						
Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	Total Baseline	144,622 26,081,576 19,615,473 31,955,178 0 0 77,796,849	0 122,555 144,527 259,655 0 0 526,737	0 571,044 1,349,620 313,383 22,891 0 <b>2,256,938</b>	0 353,914 425,672 681,937 0 (1,351) <b>1,460,172</b>	144,622 27,129,089 21,535,292 33,210,153 22,891 (1,351) <b>82,040,696</b>

	AME	ENDMENT OF SOLICITA	TION/MO	DIFICA	ATION OF C	ONTRACT		1. CONTRACT ID	CODE	PAGE 1 of 28
2. A	MEND	MENT/MODIFICATION NO. 34	3. EFFE	R <sup>∨</sup> 2°9	<b>2003</b>	4. REQUISIT	ION/PU N/	RCHASE NO. 'A	5. PRO	JECT NO. (If applicable)
3. 15	SSUED	BY	C	ODE	0616/MH	7. ADMINI	STERE	D BY (If other than It	em 6)	CODE
At Se 21	tn: Ma ervice 000 E	Glenn Research Center arc Hudson is and Construction Branc Brookpark Road, Mail Sto and, OH 44135-3191		2						
		AND ADDRESS OF CONTRACT	TOR (No., s	treet, co	unty, State and	Zip Code)	To	9A. AMENDMENT	OF SOL	ICITATION NO.
21		, Inc. Brookpark Road, MS 21-1 and, OH 44135	0					9B. DATED (SEE 10A. MODIFICATION OF THE SEE 10B. DATED (SEE	ON OF C	ONTRACT/ORDER NO. -99179
COD	E BX	34	FACIL	LITY COI	DE			, N	ovemb	er 1, 1999
			11. THIS IT	EM ONL	Y APPLIES TO	AMENDMENT	S OF S	OLICITATIONS		
Offer (a) By	s must y comp	ove numbered solicitation is amer acknowledge receipt of this amer leting Items 8 and 15, and returni	idment prior ng copi	to the ho es of the	ur and date spec amendment; (b)	ified in the solic By acknowledgi	itation or ng receip	as amended, by one of this amendment	of the fol on each o	llowing methods: copy of the offer submitted; or
AT T by vir refere	HE PLA tue of t ence to	ate letter or telegram which includ ACE DESIGNATED FOR THE RE this amendment you desire to cha the solicitation and this amendme JNTING AND APPROPRIATION	CEIPT OF 0 nge an offer ent, and is re	offers in already seceived pr	PRIOR TO THE submitted, such or for to the opening	HOUR AND DA	TE SPEO made by	CIFIED MAY RESULT telegram or letter, pro	r IN REJE	ECTION OF YOUR OFFER. II
								TRACTS/ORDERS, ED IN ITEM 14.		
	Α	THIS CHANGE ORDER IS ISS CONTRACT ORDER NO. IN I	SUED PUR					· · · · · · · · · · · · · · · · · · ·	IN ITEN	M 14 ARE MADE IN THE
	В	THE ABOVE NUMBERED CO office, appropriation date, etc.)						NISTRATIVE CHAN UTHORITY OF FAR	-	
$\boxtimes$	С	THIS SUPPLEMENTAL AGRE								
		the Service Contract Act				2-41) and M	utual A	Agreement.		
	D	OTHER (Specify type of modif	ication and	autnonty	"					
E. IN	IPORT	TANT: Contractor is not,	is requir	ed to sic	n this docume	nt and return	1 copie:	s to the issuing off	ice.	
14. C	ESCR	IPTION OF AMENDMENT/MOI continued on Page 2)				· · · · · · · · · · · · · · · · · · ·	_			matter where feasible.)
xcept	as prov	vided herein, all terms and conditions	s of the docur	nent refere	enced in Item 9A c	or 10A, as heretof	ore chan	ged, remains unchange	d and in fu	JII force and effect.
		AND TITLE OF SIGNER (Type								ICER (Type or print)
		James A. Gallagher, P	rogram M					arc Hudson, Con	tracting	
15B.	CONT	RACTOR/OFFEROR	. /	l .	ATE SIGNED	16B. UNITED	STATE	S OF AMERICA		16C. DATE SIGNED
3Y	(S <b>j</b> gt	nature of person authorized to s	<u>/</u>	4/2	9/2003	BY_ W	UN ignature	of Contracting Office	771 er)	_ 4/29/03

(Signature of person authorized to sign)
7540-01-152-8070
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30-105

STANDARD FORM 30 (REV. 10-83) (GRC Overprint 09/01)
Prescribed by GSA
FAR (48 CFR) 53.243

### A. Adjust baseline for Option 2 Equitable Adjustment.

	Estimated	Cost	Tech	Award	Target
Baseline for Contract to					
Date	Cost	Fee	Fee	Fee	Cost
Phase in	144,622	0	0	0	144,622
Task 1.0 & 5.0	26,081,576	122,555	571,044	353,914	27,129,089
Task 2.0, 3.0, 4.0	19,615,473	144,527	1,349,620	425,672	21,535,292
Task 6.0 & 7.0	31,955,178	259,655	313,383	681,937	33,210,153
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Mod					· ·
33	77,796,849	526,737	2,256,938	1,460,172	82,040,696
Equitable Adjustment					
Task 1.0 & 5.0	(269,130)	0	(6,605)	(8,518)	(284,253)
Task 2.0, 3.0, 4.0	181,463	0	15,283	5,743	202,489
Task 6.0 & 7.0	411,550	. 0	4,352	13,171	429,073
Total Changes	323,883	- 0	13,030	10,396	347,309
New Amounts					
Phase In	144,622	0	0	0	-144,622
Task 1.0 & 5.0	25,812,446	122,555	564,439	345,396	26,844,836
Task 2.0, 3.0, 4.0	19,796,936	144,527	1,364,903	431,415	21,737,781
Task 6.0 & 7.0	32,366,728	259,655	317,735	695,108	33,639,226
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
	J	Ū	J	(.,)	(1,001)
Total Baseline	78,120,732	526,737	2,269,968	1,470,568	82,388,005

## B. New baseline for Option 3 Equitable Adjustment.

Baseline for Contra	not to Data	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
	act to Date	0	0	0	1 66	0
Phase In		-		~	_	-
Task 1.0 & 5.0		6,933,557	0	•	· ·	
Task 2.0, 3.0, 4.0		4,954,356	0	,	128,524	5,431,684
Task 6.0 & 7.0		8,065,882	0	•		8,375,361
Reporting		0	. 0		0	0
Award Fee		0	0	0	0	0
Total Bas	eline from Mod 33	19,953,795	0	573,990	468,761	20,996,546
Equitable Adjus	stment					
Task 1.0 & 5.0		(244,462)	0	(6,143)	(7,738)	(258,343)
Task 2.0, 3.0, 4.0		165,145	0	13,868	5,227	184,240
Task 6.0 & 7.0		381,390	0	4,026	12,221	397,637
	Total Changes	302,073	0	11,751	9,710	323,534
New Amour	nts					
Phase In		. 0	0	0	0	· o
Task 1.0 & 5.0		6,689,095	0	138,376	103,687	6,931,158
Task 2.0, 3.0, 4.0		5,119,501	0	362,672	133,751	5,615,924
Task 6.0 & 7.0		8,447,272	0	84,693	241,033	8,772,998
Reporting		0, , 0	0	0	0	0
Award Fee		0	0	0	0	0
	Total Baseline	20,255,868	0	585,741	478,471	21,320,080
Overall New Total Contra Years)	act Value (All 5					
Phase In		144,622	O	0	0	144,622
Task 1.0 & 5.0		32,501,541	122,555	702,815	449,083	33,775,994
Task 2.0, 3.0, 4.0		24,916,437	144,527	1,727,575	565,166	27,353,705
Task 6.0 & 7.0		40,814,000	259,655	402,428	936,141	42,412,224
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
	Total Baseline	98,376,600	526,737	2,855,709	1,949,039	103,708,085

- C. In consideration of the revisions agreed to herein, the Parties hereto agree that this Modification No. 34 hereby fully satisfies and discharges any and all claims for equitable adjustment resulting from Area Wage Determination number 1994-2416, Revision 17, dated May 28, 2002.
- D. This Modification includes the following updated documents which are attached hereto and made a part of the contract effective November 1, 2002:
  - 1. Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page).
  - 2. Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF) (1 page):
  - 3. MOC-1 Performance Standards (22 pages).

(END OF TEXT)

### Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
CONTRACT REPORTING	5%	4.600% 92.00%	4.150% 83.00%
1.0 LOGISTICS	15%	13.658% 91.05%	12.000% 80.00%
2.0 IMAGING TECHNOLOGY CENTER	20%	17.740% 88.70%	15.400% 77.00%
3.0 PUBLISHING	20%	19.180% 95.90%	18.448% 92.24%
4.0 METROLOGY SERVICES	20%	17.962% 89.81%	16.044% 80.22%
5.0 LIBRARY SERVICES	10%	9.060%	7.782% 77.82%
6.0 ADMINISTRATIVE SUPPORT	5%	4.008% 80.16%	3.016% 60.33%
7.0 CLERICAL SUPPORT	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.208%	79.840%

		Task Value	Weighted SPL	Weighted AQL
TASK GROUP 1 (WBS 1 & 5)		25%	22.718% 90.87%	19.782% 79.13%
TASK GROUP 2 (WBS 2, 3, & 4)		60%	54.882% 91.47%	49.892% 83.15%
TASK GROUP 3 (WBS 6 & 7)		10%	8.008% 80.08%	6.016% 60.16%
CONTRACT REPORTING		5%	4.600% 92.00%	4.150% 83.00%
	TOTALS	100%	90.208%	79.840%

Effective: November 1, 2002

### Performance Requirements Summary

At the Highest Task Level

#### Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.87%	79.13%	125%	2.739	8.514	25%	100%
Task Group 2	91.47%	83.15%	125%	2.931	12.024	25%	100%
Task Group 3	80.08%	60.16%	125%	1.255	5.021	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.			
1						50%		
	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month	92%	83%	Contractor shall document the date.			
2		period.)				50%		
						-		
	1.0 Logistics		<del>1</del>					15%
	1.1 Property Management						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	30%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	15%	odd fee	period
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	5%		

	<u> </u>							
#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	30%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%	·	
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		
	1.4 Supply Management		l				27%	
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		4
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	60%		
	1.5 Transportation Operati	ions	<del> </del>				27%	<b></b>
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		

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				·				Weight
#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Within Contract
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday.  Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		
	2.0 Imaging Technology							20%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within	Weight Within Contract
29		Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or fa ce-to-face customer surveys will be conducted each month.	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%	Task	
31		Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	98%	95%	Contractor shall review the PIMS On-Time Percentage Report	15%		
131	2.0 Imaging Technology	Progress reports of project budget status shall be completed within 2 weeks of the end of the month.	95%	90%	Contractor shall review the budget reports.	5%		
132	2.0 Imaging Technology	C-log still images shall be posted within 2 days of receipt of image by office staff.	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
153	2.0 Imaging Technology	Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number; title; date; etc.)	98%	95%	Contractor shall perform a random sampling throughout the week.	25%		
	3.0 Publishing 3.1 Scientific and Technical	Publishing					75%	20%
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	35%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	35%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
36	3.1.1 Coordination,	Reports shall be submitted on time as required in the statement of work.	95%		Contractor shall enter the date the report is provided to the TR.	10%		
152	3.1.1 Coordination	Required forms C-22 (Technical Publication Processing Information) and NF 1676 (NASA Scientific and Technical Document Availability Authorization) shall be properly completed and signed before the associated technical report is disseminated.	98%	95%	TR will review completion of required forms at the time the technical report is reviewed.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 10 working days after each of the two monthly distributions.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	<u> </u>
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		
								·
	4.0 Metrology Services							20%
	4.1 Calibration		-				85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC re	elated
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		
56	4.2 Instrument Pool	Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
	5.0 Library Services		-				ļ	10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelf list cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelf list sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	13%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	0%	even fee	e periods
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	11%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
65		Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		
	6.0 Administrative Support			· · · · · · · · · · · · · · · · · · ·				5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.00%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.07%	
	6.4 Organization Developmen	nt and Training Support					12.65%	,

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the sixmonth period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.12%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		17.84%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.90%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.86%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.66%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.25%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.14%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.83%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.90%	
	6.16 Mobile Television Produc	tion Van					1.21%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
	6.16 Mobile Television Production Van	The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.	95%	90%	Supervisor shall verify on a monthly basis that the satellite dish has been exercised with a 60-day period of non-use.			
150						90%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.88%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.87%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.36%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
153	6.25 Communications/WEB Support for the Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.83%	
<b>I</b>	6.26 Administrative Support for the Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.39%	
151	6.28 Airport Expansions - 40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.20%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.54%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
152	6.30 IFMP Training Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.57%	
155	6.31 Records Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.85%	
156	6.32 RETF Historical Preservation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.04%	
157	6.33 RETF Photograph Collection	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	

# .	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Confract
158	6.34 Move Operations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		13.50%	
				·			100.0%	
80	7.0 Clerical Support 7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.76%	5%
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.29%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.19%	

#	was	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.98%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
	7.8 (Reserved)						0.00%	
-	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.53%	

Effective: November 1, 2002

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	:	4.05%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.95%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.17%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		25.30%	

#### MOC-1 Perforn to Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.17%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
159	7.20 7100/Information Systems Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.01%	

# ,	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
160	Division (RTD)	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
161	7.22 7780/Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
98	7.23 7500/Facilities Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.11%	
162	7.24 7700/Engineering Development Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.99%	

#### MOC-1 Perforn.....ce Standards NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.21%	
		average score of 3.0 of all surveys in a six-month period.)					0.2170	
163	7.27 7800/Systems Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.17%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.40%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
105	Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.22%	
121	I The state of the	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.20%	
164	7.34 7010/Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
							100%	100%

AMENDMEN	IT OF SOLICITATION	I/MODIFICATI	1. CONTRACT ID	CODE P	AGE 1 of 4			
2. AMENDMENT/MODIFICATION NO. 3. EFFE	CTIVE DATE	4. REQUISITION/PU	JRCHASE NO.	5. PROJE	CT NO. (If applicable)			
35 May	1, 2003	l	I/A					
	CODE 0616/MH	7. ADMINISTERE	D BY (If other than It	tem 6)	CODE			
ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-3 Cleveland, OH 44135-3191	12							
8. NAME AND ADDRESS OF CONTRACTOR (No.,	street, county, State and Z	ip Code)	9A. AMENDMENT	OF SOLIC	ITATION NO.			
InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cl eveland, OH 44135		N = 0000)	9B. DATED (SEE ITEM 11)  10A. MODIFICATION OF CONTRACT/ORD NAS3-99179  10B. DATED (SEE ITEM 13)					
CODE BX 34 FAC	CILITY CODE		l N	lovember	1, 1999			
11. THIS	ITEM ONLY APPLIES TO	AMENDMENTS OF	SOLICITATIONS					
The above numbered solicitation is amended as see Offers must acknowledge receipt of this amendment price (a) By completing Items 8 and 15, and returning co (c) By separate letter or telegram which includes a reference to the Solicitation and this amendment, and is 12. ACCOUNTING AND APPROPRIATION DATA (a)	or to the hour and date specification of the amendment; (b) Elence to the solicitation and a FOFFERS PRIOR TO THE Hoer already submitted, such clareceived prior to the opening	fied in the solicitation of By acknowledging rece mendment numbers. F IOUR AND DATE SPE hange may be made b	or as amended, by one lipt of this amendment FAILURE OF YOUR AGE ECIFIED MAY RESULY y telegram or letter, pr	of the follow on each cop CKNOWLED TIN REJEC	y of the offer submitted; or OGMENT TO BE RECEIVED TION OF YOUR OFFER.			
13. THIS ITEM	APPLIES ONLY TO MOD	IFICATIONS OF CO	NTRACTS/ORDERS	,				
	ES THE CONTRACT/ORD		<del></del>					
THIS CHANGE ORDER IS ISSUED PU MADE IN THE CONTRACT ORDER NO SEE ITEM 14, BELOW.		ority) the Changes	clause. THE CHA	NGES SET	FORTH IN ITEM 14 ARE			
B THE ABOVE NUMBERED CONTRACT office, appropriation date, etc.)	ORDER IS MODIFIED TO SET FORTH IN ITEM 14, P							
C THIS SUPPLEMENTAL AGREEMENT I	S ENTERED INTO PURSL	JANT TO AUTHORIT	Y OF:					
D OTHER (Specify type of modification and	nd authority)							
E. IMPORTANT: Contractor X is not, I is requ	ired to sign this docume	nt and return c	opies to the issuing	office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION	ON (Organized by UCF sec	tion headings, includ	ing solicitation/contra	ct subject m	atter where feasible.)			
Option period numbers 2 and 3 total coor after November 1, 2002.	ontract values (base	lines) are hereb	y adjusted for (	Change (	Orders issued on			
	(Continue	d next Page)						
except as provided herein, all terms and conditions of the doc	cument referenced in Item 9A or	r 10A, as heretofore cha	nged, remains unchange	ed and in full	orce and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND T	ITLE OF CONTRACT larc Hudson, Cor	ING OFFIC	ER (Type or print)			
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STAT			16C. DATE SIGNED			
(Signature of person authorized to sign)	_	BY Mar	- /	Son	May 1, 2003			
1 - 3 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -		L (Signatur	o or contracting Office	<i>,</i>				

#### A. Adjust baseline for approved Change Orders issued Between November, 2002 and April, 2003 affecting Option 2.

Baseli Phase In Task 1.0 & 5.0 Task 2.0, 3.0, 4.0 Task 6.0 & 7.0 Reporting Award Fee	ine for Contract to Date	Estimated Cost 144,622 25,812,446 19,796,936 32,366,728 0 0	Cost Fee 0 122,555 144,527 259,655 0	Tech Fee 0 564,439 1,364,903 317,735 22,891 0	Award Fee 0 345,396 431,415 695,108 0 (1,351)	Target Cost 144,622 26,844,836 21,737,781 33,639,226 22,891 (1,351)
	Total Baseline from Mod 34	78,120,732	526,737	2,269,968	1,470,568	•
	TD Adjustment Option Year 1					
Task 1.0 & 5.0		(695,385)	0	3,792	1,537	(690,056)
Task 2.0, 3.0, 4.0		92,826	0	8,257	2,938	104,021
Task 6.0 & 7.0		397,019	0	3,303	9,134	409,456
	Option Year 1 Changes	(205,540)	0	15,352	13,609	(176,579)
	New Amounts					
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		25,117,061	122,555	568,231	346,933	26,154,780
Task 2.0, 3.0, 4.0		19,889,762	144,527	1,373,160	434,353	21,841,802
Task 6.0 & 7.0		32,763,747	259,655	321,038	704,242	34,048,682
Reporting Award Fee		0	0	22,891 0	0 (1,351)	22,891
Awaiu i ee	Total Baseline	77,915,192	526,737	2,285,320	1,484,177	(1,351) <b>82,211,426</b>

Modification 35

#### A. Adjust baseline for approved Change Orders issued Between November, 2002 and April, 2003 affecting Option 3.

Baseline for Co	entract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		0	0	0	0	0
Task 1.0 & 5.0		6,689,095	0	138,376	103,687	6,931,158
Task 2.0, 3.0, 4.0		5,119,501	0	362,672	133,751	5,615,924
Task 6.0 & 7.0		8,447,272	0	84,693	241,033	8,772,998
Reporting		0	0	0	0	0
Award Fee		0	0	0	0	0
	eline from Previous page	20,255,868	0	585,741	478,471	21,320,080
TD Adju Option						
Task 1.0 & 5.0		(816,577)	0	6,643	4,749	(805,185)
Task 2.0, 3.0, 4.0		189,584	0	16,715	6,000	212,299
Task 6.0 & 7.0		444,501	0	5,433	13,619	463,553
	Optio Year 2 Changes	(182,492)	0	28,791	24,368	(129,333)
New Arr	ounts					
Phase In		0	0	0	0	0
Task 1.0 & 5.0		5,872,518	0	145,019	108,436	6,125,973
Task 2.0, 3.0, 4.0		5,309,085	0	379,387	139,751	5,828,223
Task 6.0 & 7.0		8,891,773	0	90,126	254,652	9,236,551
Reporting		, , 0	0	. 0	· o	0
Award Fee		0	0	0	0	0
	Total Baseline	20,073,376	0	614,532	502,839	21,190,747
Overall New Total Contr	act Value (All 5 Years)					
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		30,989,579	122,555	713,250	455,369	32,280,753
Task 2.0, 3.0, 4.0		25,198,847	144,527	1,752,547	574,104	27,670,025
Task 6.0 & 7.0		41,655,520	259,655	411,164	958,894	43,285,233
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
	Total Baseline	97,988,568	526,737	2,899,852	1,987,016	103,402,173

			Optio	n 2			Opti	2				T		
TD#	WBS#	Cost	TF	AF	Total	Cost	TF	AF	Total	Cost	CF	Total Contract TF	AF	Total
98	NAS3-99179	Only adds wo	rding with re	gards to no	n-tagged eg	uipment inventory at the	end of the S	haw contract					,,,	, 0.0.
125	1.04.01.03	50,623	29	24	50,676	57,855	33	27	•			40		
104	1.04.02.03					ses to get money from the	omanizatio	one that requi	57,915	108,478	0	62	51	108,591 0
138	1.01	1,248	35	39	1,322	1,276	36	40	1.352	2,524	0	71	79	2,674
142	1.03	(838, 107)	(479)	(392)	(838,978)	(1,072,342)	(613)		(1,073,457)	(1,910,449)	0	(1,092)	(894)	
143	1.04	39,405	202	238	39,845	134,602	2,860	3,221	140,683	174,007	ō	3,062	3,459	180,528
139	1.05	33,096	923	1,047	35,066	43,454	1,221	1,375	46,050	76,550	0	2,145	2,423	81,118
140	1.05	0	0	0	0	0	0	0	. 0	0	ō	0	0	0.,0
141	1.05	0	0	0	0	0	0	0	0	0	0	0	0	ō
132	5.0	18,350	3,082	581	22,013	18,578	3,106	588	22,272	36,928	0	6,188	1,169	44,285
lota	al for 1.0 & 5.0	(695,385)	3,792	1,537	(690,056)	(816,577)	6,643	4,749	(805,185)	(1,511,962)	0	10,436	6,287	(1,495,239)
144	2.0	40,126	3,819	1,270	45,215	78,346	7,334	2,480	88,160	118,472	0	11,153	3,750	133,375
136	3.0	38,004	3,200	1,203	42,407	78,371	6,609	2,480	87,460	116,375	0	9,809	3,683	129,867
137	3.0	14,696	1,238	465	16,399	32,867	2,772	1,040	36,679	47,563	0	4,010	1,505	53,078
l otal fo	r 2.0, 3.0 & 4.0	92,826	8,257	2,938	104,021	189,584	16,715	6,000	212,299	282,410	0	24,972	8,938	316,320
94	6.02.01	189	2	6	197	0	0	0	0	189	0	2	•	407
134	6.02,03	2,559	33	81	2,673	2,559	33	81	2,673	5,118	0	2 66	6 162	197 5,346
135	6.02.01	21,912	285	694	22,891	22,569	291	714	23,574	44,481	0	576	1,408	46,465
145	6.02.08	(29,413)	(383)	(931)	(30,727)	(60,527)	(780)	(1,916)	(63,223)	(89,940)	0	(1,163)	(2,847)	(93,950)
102	6.03	(41,501)	(540)	(1,314)	(43,355)	(50,035)	(645)	(1,584)	(52,264)	(91,536)	ō	(1,185)	(2,898)	(95,619)
130	6.11	61,258	798	1,939	63,995	288,332	3,717	9,126	301,175	349,590	ō	4,515	11,065	365,170
122	6.15	4,927	64	156	5,147	5,937	77	188	6,202	10,864	0	141	344	11,349
101	6.25	Re-org of 700			0	0	0	0	0	0	0	0	0	0
108	6.26	(37,803)	(492)	(1,196)	(39,491)	(45,576)	(587)	(1,442)	(47,605)	(83,379)	0	(1,079)	(2,638)	(87,096)
106	6.28	1,269	16	40	1,325	1,269	16	40	1,325	2,538	0	32	80	2,650
145 87	6,31 6.33	60,107 18,731	783 129	1,902 312	62,792	122,364	1,577	3,873	127,814	182,471	0	2,360	5,775	190,606
100	6.34	357,769	2,858	312 6,947	19,172 367,574	0	0	0	0	18,731	0	129	312	19,172
131	6.34	737	2,038	0,947	740	346,637 542	2,758 0	6,772	356,167 543	704,406	0	5,616	13,719	723,741
100	6.02	(357,769)	(2,858)	(6,947)	(367,574)	(346,637)	(2,758)	1 (6,772)	543 (356,167)	1,279 (704,406)	0	2	2	1,283
129	6.34	1,422	1	3	1,426	1,045	(2,750)	(0,772)	1,045	2,467	0	(5,616) 1	(13,719)	(723,741) 2,471
113	6.35	56,626	32	77	56,735	13,225	7	17	13,249	69,851	0	39	94	69,984
117	6.36	44,224	576	1,400	46,200	53,318	687	1,688	55,693	97,542	0	1.263	3,088	101,893
116	7.10	37,102	367	1,174	38,643	42,594	423	1,348	44,365	79,696	0	790	2,522	83,008
126	7.11	7,142	71	226	7,439	9,059	90	287	9,436	16,201	0	161	513	16,875
123	7.11.04	3,661	36	116	3,813	0	0	0	0	3,661	0	36	116	3,813
118	7.12	2,575	25	81	2,681	0	0	0	0	2,575	0	25	81	2,681
119 133	7.13	6,660	66	211	6,937	8,453	84	268	8,805	15,113	0	150	479	15,742
121	7.13 7.14.04,04	17,769	176	562	18,507	0	0	0	0	17,769	0	176	562	18,507
99	7.14.04.04	4,350 (41,116)	43 (407)	138 (1,301)	4,531 (42,824)	5,406	54	171	5,631	9,756	0	97	309	10,162
120	7.15	(6,430)	(64)	(204)	(6,698)	(43,086) (8,617)	(428)	(1,364)	(44,878)	(84,202)	0	(835)	(2,665)	(87,702)
114	7.15	13,352	132	423	13,907	(0,017) D	(86) 0	(273) 0	(8,976) 0	(15,047) 13,352	0	(150) 132	(477) 423	(15,674) 13,907
127	7.15	28,567	283	904	29,754	14,402	143	456	15,001	42,969	0	426	1,360	44,755
115	7.16	8,114	80	257	8,451	8,891	88	281	9,260	17,005	0	168	538	44,755 17,711
111	7.17	(41,670)	(412)	(1,319)	(43,401)	(45,658)	(454)	(1,445)	(47,557)	(87,328)	0	(866)	(2,764)	(90,958)
95	7.18	20,816	3	10	20,829	) o	` o´	0	0	20,816	ō	3	10	20,829
97	7.18	12,550	124	397	13,071	0	0	0	0	12,550	0	124	397	13,071
147	7.18	24,859	111	354	25,324	0	0	0	0	24,859	0	111	354	25,324
124	7.18	16,423	72	231	16,726	0	0	0	0	16,423	0	72	231	16,726
109 96	7.20 7.21	(8,114) 9,099	(80) 90	(257) 288	(8,451)	(8,891)	(88)	(281)	(9,260)	(17,005)	0	(168)	(538)	(17,711)
103	7.21 7.21	9,099 137,027	90 1,355	288 4,337	9,477 142,719	9,137	91	289	9,517	18,236	0	181	577	18,994
107	7.22	42,364	552	1,341	142,719 44,257	164,443 51,074	1,635 658	5,205 1,617	171,283	301,470	0	2,990	9,542	314,002
112	7.23	(104,673)	(1,035)	(3,313)	(109,021)	(123,428)	(1,227)	1,617 (3,906)	53,349 (128,561)	93,438	0	1,210	2,958	97,606
146	7.23	(7,321)	(72)	(232)	(7,625)	(43,807)	(435)	(1,387)	(45,629)	(228,101) (51,128)	0	(2,262) (507)	(7,219) (1,619)	(237,582)
110	7.24	2,269	22	72	2,363	2,736	27	(1,367)	2,850	5,005	0	(507)	(1,619)	(53,254) 5,213
105	7.27	930	9	29	968	1,113	11	35	1,159	2,043	0	20	64	2,127
93	7.34	45,470	450	1,439	47,359	45,658	454	1,445	47,557	91,128	ő	904	2,884	94,916
Tota	I for 8.0 & 7.0	397,019	3,303	9,134	409,456	444,501	5,433	13,619	463,553	841,520	0	8,736	22,753	873,009
	Grand Total	(205,540)	15,352		(176,579) (176,579)	(182,492)	28,791	24,368	(129,333) (1 <b>29</b> ,333)	(388,032) (388,032)	0	44,143 44,144	37,977 37,978	(305,912) (305,910)